

CARLETON



94

GUIDE



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Survival

A GUIDE TO LIFE AT CARLETON

FOREWORD

Welcome to Carleton University.

Survival is a resource guide designed to let you know about the services available to students on campus and elsewhere. It is fully revised and updated with new material each year. **Keep this book;** whether you are a new or returning student, there will be times during the year when you will need to refer to the information in these pages.

If you want a general overview of what is available on campus or what you should watch out for – read this book. If you are searching for information on a specific aspect of life at Carleton, check the index on the next page.

Survival is not the definitive word on Carleton's policies or the implications of the law. Please seek expert advice whenever you are faced with a difficult choice or important decision.

Enjoy your year.

Jim Kennelly
University Ombudsperson

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The reader is advised that *Survival* does not provide the definitive interpretation of the policy of the institution or the meaning of legislation. For legal advice, consult an expert source of legal aid.

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DIRECTORY

Emergencies

On Campus (Carleton phones)	4444
City Wide	9-1-1

4 Assistance

University Safety	788-3612
City Police	230-6211
Foot Patrol (campus escort)	788-4066
University Health Services	788-6674
After Hours Medical Clinic	235-2685
Poison Information	737-1100
Dental Emergency Clinic	523-4185
Ottawa Distress Centre	238-3311
Rape Crisis Line	729-8889
Sexual Assault Support Centre Crisis Line	234-2266
Student Legal Aid (U. of O.)	564-5855

Information

Information Carleton	788-7400
Residence Service Desk	788-5609
Community Information Centre	238-2101
U. of O. Info Campus	564-7000

Services

Athletics Tuck Shop/Bookings	788-5655
Computer Systems Modem	564-5600
Counselling Services	788-6600
CUSA	788-6688
Library Reference Desk	788-2735
Ombuds Services	788-6617
OC Transpo Information	741-4390
Carleton departure times:	
Routes 7 & 117	560-5813
Route 4 (at Bronson) Downtown	560-2438
Route 4 Billings Bridge	560-6781
Peer Counselling Centre	788-3581
Touchtone	564-4455
Help line	788-3666
Standard Time	745-1576
TicketMaster	755-1111
Weather Report	998-3439

ACADEMIC Survival

Academic Advice

You will, at some point during your stay at Carleton, be given advice of one sort or another. For an overview of all types of advice available, see "Counselling and Advice".

For specific information on a program, see the major or honours advisor of the department. They can discuss such things as major/honours requirements; whether you are admissible to the program, and if not, what you are looking; and what to choose as course options.

For information on University or Faculty regulations, try Registrarial Services (Continuing Education if you are a Special Student). Make an appointment to see one of the people listed under "Registrarial Services" in this book, especially if your decision is a significant one (i.e. that involves a petition, a lot of money, possible failure or suspension, or your right to continue in a program). Further, don't worry about whether this is the "right office". If these people are not the ones you need to see, they can save you a lot of time by pointing you in the right direction.

Casual advice can be unintentionally misleading. It may be more convenient or less intimidating to ask a friend or somebody who looks less "official" but it always makes sense to make an appointment with some person trained and authorized to advise you. It won't help afterwards to say that someone else (but you don't remember who) gave you poor advice. Which is not to say you should neglect the opinions of fellow students, especially in matters not involving policy or regulations. Often they can tell you more about a professor or the difficulty of a course than the "official sources". Expect opinions to differ, of course. Few of us share identical tastes.

It is really quite crucial that you avoid an academic mess. When you make a major decision, especially if it is an unusual one, try to get permission in writing. Be careful to ask permission, or advice, explicitly from those who have the authority to grant it. It is very much up to you to go out and get the information yourself. Ask Registrarial Services for up-to-date audits. Depending on demand and the time of year Registrarial Services should be able to provide an audit. Be courteous but don't be shy; ask to have the audit explained if you are not sure about a requirement. If you have an unusual problem, or if it becomes necessary to appeal a University decision, try Ombuds Services (788-6617) in addition to getting advice from an advisor or Registrarial Services.

If you run into complications, or feel that you need more assistance, consider approaching the Dean of the Faculty. To some, the thought of approaching a Dean is intimidating, but I am sure you will find that the Deans are concerned about your situation and your feelings toward the University. At the very least the Dean can refer you to the appropriate office for

assistance. With a Dean's referral or thorough review of the matter should follow.

Academic Assistance

If you have trouble with a course once you are enrolled, talk to the instructor first. If s/he cannot help, try the teaching assistant, or another professor in the department. An academic advisor in Registrarial Services would be a good person to approach.

The Centre for Applied Language Studies and the Department of Mathematics and Statistics operate special tutorial services open to all registered students (see "Study Skills"). Often you can learn a lot by getting together with other students in the course to share notes, discuss essays or assignments, or work together (as long as you avoid cheating or plagiarism, of course). If you feel you cannot cope, consider withdrawing but do so before the final dates for withdrawal (see "Withdrawing").

Academic Honesty

The University expects that all members of the community will respect and follow the principle of academic honesty.

The University has serious penalties for those who do not practice academic honesty (see "Plagiarism"). Make yourself aware of what the University expects. For example, some Faculties consider it dishonest to submit the same essay to two different courses. Know the rules for footnoting, writing exams or submitting work. Your department should have direction or outlines to follow. If anyone suggests your work is not your own contact Ombuds Services (788-6617) for information on the process followed by the University.

Academic Probation

Academic success depends on your preparedness for university, and on your ability to adjust to the rigours of university life. Poor study habits or a difficult adjustment period may mean you find yourself either "on probation" or "debarred". Probation, in effect, offers a "second chance", while debarment means at least a year away from formal academic studies.

Students who are debarred may petition the Joint Committee on Admissions and Studies for readmission after a one year absence from post-secondary studies. Readmission is not, however, guaranteed.

If you find yourself on probation, you should realize that the terms and conditions of your probationary year will be applied very strictly. If you cannot meet them, you will probably not be allowed to re-register. It may be that another university or community college will accept you but, then again, perhaps

not without a waiting period. If you feel that you have some special (and resolvable) reasons for having failed to pass your probationary year, you can petition the decision to the Joint Committee on Admissions and Studies. Do go in first and discuss your petition at length with the advisor in Registrarial Services.

In either of these circumstances, do make the most of the opportunity to find out why you did poorly. Visit Counselling and Student Life Services (788-6600) for help with career guidance, aptitude testing and the choice of a discipline which might suit you best. (See also: "Counselling and Student Life Services".)

Addresses

The University maintains a record of two addresses for every student. Local addresses, collected during registration and throughout the academic session, are used for all mailings to students during the session. Home addresses are collected at admission or registration and are used for mailing registration instructions for the next session and any other correspondence issued after an academic session ends.

It is your responsibility to provide an up-to-date address by completing a change of address card. Cards are available in the back of the *Registration Instruction & Class Schedule* booklet, at Registrarial Services and at Information Corleton.

Appeals and Petitions

A petition is distinct from an appeal. A petition seeks relief from a published regulation. An appeal is where a student claims misrepresentation or an injustice on behalf of the University.

You may never have to petition an academic or administrative decision at Corleton. If, on the other hand, you feel an injustice has been done or the facts overlooked, certainly try to make your case heard. Every regulatory system (and the University has its share of rules and regulations) includes appeal systems for this very reason. While no one wants to encourage "frivolous" or "vexatious" appeals, do not hesitate to use the system when you feel you must. At the very least, if you do not win your case, you will have learned more about the reasons behind the decision.

- **Academic Queries** Once the University has approved a course description and added it to the *Colendor*, the instructor has fairly wide freedom to teach as and what s/he pleases. For this reason, but also because an informal approach is usually the best beginning in any case, you should first approach your instructor directly with a complaint about course work or instruction. If it is a concern you share with other students, discuss it and try to work out a solution as a group. If the issue remains unresolved, meet with the chairperson or director of the department or school concerned. S/he will probably be able to mediate in the dispute.

While the exercise of independent academic judgement is an important right of any instructor, there are some limitations set by departmental, Faculty or Senate (university-wide) rules. For example, there is a deadline (the last date for course changes in a given term) by which time your instructor must have informed students, in writing, how the marking scheme is

to operate. Ask your professor to include what an A, B, C or D equals in numerical terms. Ask your professor if a 'bell curve' is ever used. Similarly, there are rules which govern how late in an academic year exams and assignments may be scheduled. For qualifying and first year courses, final and mid-year exams must be held during the official examination period. In these courses, and also in second and third year courses, no tests or exams may be held in the last two weeks of classes in the first or second terms of the winter session. (For more exam rules, see p. 42 of the *Colendor*.)

For an impartial opinion, and perhaps representation or advice, see Ombuds Services (788-6617). Registrarial Services can help fill you in on Faculty and university-wide rules.

A common sort of petition is one which (although it may begin informally) would fall under the jurisdiction of the appeals committee in your Faculty (or in Continuing Education if you are a Special Student, or the executive committee of Graduate Studies if you are a graduate student). The committees are empowered to interpret academic rules, to allow an exception to a rule and to review the administrative application of a regulation. Included are the rules governing standing, probation, graduation, withdrawing and permission to continue registration. Not usually included in the jurisdiction of these committees are disciplinary actions (e.g. cheating or plagiarism), substantive reviews of academic assignments (review of grades) and certain other situations.

Some appeals or petitions to these committees are "routine", for example a petition to withdraw retroactively from a course (after the deadline) because you will be in traction for the next two months. Others are much more complicated. The committees almost always meet "in camera". This means your petition will be totally in writing. It is sensible to make an appointment to go over what information should be included in your letter of petition with the relevant advisor in your Faculty (see "Registrarial Services"). If the issues are reasonably complex, you might also wish to consult Ombuds Services (788-6617).

If your petition is not allowed, you may be able to appeal further. Check with the Ombudsperson about the relevant procedures.

- **Disciplinary Appeals** If your appeal is against a penalty for, or an accusation of, an academic offence such as plagiarism or breaking exam regulations, consult Ombuds Services (788-6617). Special procedures apply both here and at the final stages of an appeal against an administrative penalty (e.g. an offence against property).

- **Last Words** Grievances, appeals and petitions, are not very systematically dealt with at Corleton. However, Ombuds Services is always available to help you understand the procedures. Remember, as well, that the University President (Robin Forquhar, 601 Administration Building), Vice-President Academic (Leslie Copley), the Administrative Vice-President (Spruce Riordon), and any one of the Deans may be willing to help you. As executive officers of the University, they may be able to simplify the problems you face.

When dealing with a complaint, grievance or appeal, University employees or faculty members do not suddenly

became the “enemy”. They remain in a position to assist you and should be dealt with as such. (See also: “Complaints.”)

Confirmation of Registration

After each registration period (October and June) all students receive a “Confirmation of Registration” in the mail. Read it carefully. This form will list all of the courses, terms and sections in which you are enrolled. If it contains any errors, get in touch with Registrarial Services immediately. (You would be surprised at the number of people who do not pay attention when using Touchtane; for example, make sure you are attending the correct section.) Otherwise you could end up with a failure in a course you never attended and a recorded grade for the course you did attend. As well, make sure the local and home addresses are correct.

Continuing Education

Continuing Education (302 Administration Building, 788-3500) is the place for Special Students to go for registration, applications for deferred or supplemental exams, reviews of grades, name and address changes and other “registrarial transactions”. Special Students are those registered in credit courses without being admitted into a degree program.

Continuing Education provides valuable counselling and academic advice and help with appeals.

This office is open in the evening, Monday to Thursday, 6:30 p.m. to 8:30 p.m., in addition to regular business hours.

Course Changes

You are not bound to remain in any course for which you have registered (that is, during the course change period), but the number of courses you are permitted to carry as either a full-time or part-time student is strictly governed. There are strict deadlines for changing courses (September 24 for full courses and first term half courses and January 14 for second term half courses). After these dates, you may still drop courses (see “Withdrawing”), but you will not be able to register in an alternative course until the next term unless you can show that “exceptional circumstances” are involved. Make sure you withdraw from courses before the deadlines.

Finally, if you consider switching courses, make an appointment to see the appropriate advisor in your department, school or institute. S/he should be able to tell you if the course is acceptable for your degree program. If you are doing something unusual (e.g. taking a course from a very different Faculty or one which may overlap with another course you have already taken), clear it with Registrarial Services and consider getting the permission in writing.

Course Selection

By the time you read *Survival*, you should have received the information prepared to help students in course selection and registration. If not, get in touch with Registrarial Services or Admissions (if you are a new student).

Your choice of courses in same schools or departments will be limited. Check very carefully in the *Calendar* for rules governing course selection, prerequisites and other restrictions. If you register in the wrong course by error, you may find that

your credit will not be applied towards your degree. The timetable will be helpful with course restrictions.

For example, in the first year of the Engineering program, there are highly structured studies. These individual timetables are prepared, assigned to individual students and mailed by mid-July.

New students in the Faculty of Science or the School of Computer Science should consult the Handbook available at Registrarial Services.

Graduate students should consult their department.

You may not always get the course of your choice the first time you use the Touchtane system. Keep trying; someone may withdraw and open a place.

Also remember that changing the number of credits during the year may mean a change in fees. If you are thinking about dropping a course, make your informed decision as quickly as possible. Each day will mean a pro-rated charge and result in a smaller refund in fees (if any at all). Check with Student Accounts (788-3626) for exact fee changes to any adding or withdrawing from courses.

Deadlines

The most comprehensive list of academic and administrative deadlines set by the University can be found in the *Undergraduate Calendar*, pp. 8-10.

Within these formal guidelines, each instructor will establish his/her schedule for tests, submission of assignments and completion of other course work. This should be clearly spelled out early in the term.

Extensions may be available in really serious “special circumstances”. It is possible that individual instructors will take pity on your problem (too much work, minor illness, breaking up with the love of your life or whatever) and be willing to permit informal extensions for assignments. It usually helps if you have been a reasonably good student and have attended classes. Note that they are under no obligation to do so. Deferring a scheduled final exam or arranging to hand in an assignment beyond December 6 (for first term half courses) or April 11 (for full courses and second term half courses) is technically impossible unless the appropriate Registrarial Services office and/or appeals committee approves.

Some professors, not without good reason, are adamant about deadlines and insist on academic penalties if you miss them. Usually they will make this clear (in writing) at the beginning of the year. If they haven’t, find out how they feel about the matter. Remember it never hurts to ask.

Deregistration

The second installment of your tuition fees should be made by January 14. In February, the University will begin to “exercise its right to cancel registration” for students with fees outstanding. Letters mailed in January should inform you that this is happening. Sometimes clerical errors interrupt the process or you may find yourself owing no more than a library fine or a parking ticket. Don’t ignore the letters, however. Phone or visit the Business Office (301 Administration Building, 788-3626). Financial assistance may be available for students in financial difficulty through the Awards Office.

Deregistration is not an alternative to withdrawing formally. If you do not want to finish the school year, withdraw through Touchtone (see "Withdrawing"). Otherwise, you may find yourself deregistered, in debt to the University for your fees and your transcript withheld until the debt is paid.

Discredits/Attempts

Some faculties have regulations which limit the number of supplemental exams, repeat courses, repeated courses and even grade-raisers (Special Supplemental Exams) an undergraduate student may write.

Make sure you check with Registrarial Services advisors so you do not exceed the limits for discredits/attempts.

Exams

Exams are graded from A+ to FNS (Failure No Supplemental) and each grade has a corresponding numerical value to a maximum of 12. Some professors use numerical grades but there are no University approved equivalents. The mark ABS (Absent) is assigned if you fail to write the final exam or supplementals even though course work has been completed. Essentially an ABS is considered a failure. (See also: "Deregistration".)

Remember that exams missed due to your misreading or miscopying of the timetable may not be rescheduled without successful petition. See your instructor and Registrarial Services immediately if this happens.

- **Deferred Exams** If you find yourself in traction the day before your final exam or if serious illness, death in the family, or some other major calamity is affecting you, you may apply formally for a deferred exam or assignment. Contact Registrarial Services either before or immediately after the date of the exam. There are strict deadlines – check the *Colendar*. Documentation will be required in such circumstances (e.g., a letter from your doctor).

- **Exam Rules** If you find yourself panicking before you get to an exam, talk to your instructor or a counsellor. It may help. When you get to an exam, don't sit with friends. You may be tempted to simply make chit-chat, and to communicate is breaking the rules. That's how strict it is. Don't communicate with any one but the proctors. Don't carry notes, books or papers to your seat.

Details are spelled out on the back of your official exam booklet.

If anyone ever accuses you of cheating, see the Ombudsperson for assistance.

If suspected of cheating or breaking exam rules, you will be asked to attend an "interview" with the Dean of your Faculty. If found guilty, penalties may run from failure to suspension. Ombuds Services (788-6617) can provide you with all the details regarding these instructional offences.

- **Supplemental Exams** Basically, a supplemental exam may be available to you if you receive an F rather than an FNS (Failure No Supplemental) in a course with a final exam. A grade-raiser (Special Supplemental), as the name suggests, is a way to raise the grade you received in a course if you passed but feel, for some reason, that you could have done

better. Supplemental privileges are suspended when a student is "on probation".

Supplemental exams are not available in all courses or at the graduate level. Check with your instructor at the beginning of the year. In addition, even in courses where they are offered, the general rules governing grade-raisers and supplemental exams vary by Faculty and in two cases by school. The supplemental examination mark will contribute to your supplemental grade in the manner set down in writing in the course outline. Also, make sure to check with Registrarial Services advisors to ensure you don't exceed the limits for discredits/attempts or that writing a supplemental/grade-raiser will not lower your Continuation Index (ie. Arts and Social Sciences types), making you ineligible to return to Corletoan.

In Science, the number of supplemental exams is restricted (see p. 375 of the *Colendar*). In Engineering, your new grade can only go as high as D-. Always check with Registrarial Services about the rules before you write a supplemental or grade-raiser exam.

Not everyone who writes a supplemental or grade-raising exam actually does better the second time. Indeed, if all your work on the course was uniformly poor and you feel you may not have grasped the subject matter, it makes little sense to simply write a new exam in the vague hope that things will have changed. At the other extreme, if you were doing well until a head cold or over-work began to affect your performance during an exam, a supplemental or grade-raiser might be an ideal choice for you.

Begin by reading the relevant section of the 1993-94 *Colendar*. Then, to find out exactly what rules may affect you, make an appointment to see someone in Registrarial Services.

To apply for a supplemental or grade-raising exam, fill out a form in Registrarial Services. There are strict deadlines, so check in the *Colendar* first. If you change your mind and do not wish to write the exam, make sure you inform Registrarial Services of this as well. A supplemental exam is as serious as your first examination and the mark you receive will definitely be recorded.

Finally, supplementals and grade-raising exams cost \$50.00 per course on campus and \$100 off campus.

Some relevant sections of the *Colendar* are: Dates and Deadlines: pp. 8-10. Rules and Regulations: Arts and Social Sciences: pp. 60-71; Science: pp. 371-377; Computer Science: pp. 398-406; Architecture: pp. 344-351; Engineering: pp. 302-324; Industrial Design: pp. 360-365; School of Continuing Education: pp. 51-55.

Grades

Final grades are made available to students as soon as possible at the end of each term, session or supplemental examination period. Students can be advised of their grades by calling Touchtone and entering the service code "4" for grades, their student number and personal access code. ITV mid-term grades are posted at the School of Continuing Education. Out-of-town students can telephone the School for mid-term ITV grades.

Individual statements of marks are not mailed out. Undergraduate students will receive a degree audit, which

summarizes courses completed to date, in their registration package for the next session. Each graduating student will receive a complete official transcript at the time of graduation along with their diploma. Students who require official transcripts for external purposes should direct their request to 315 Administration Building. Final grades, including official transcripts, are not released by the University to students with outstanding accounts.

You should also know that Carleton does not have a consistent grading system. Although the University has a twelve-point grading system, most professors use letter and numerical grades. One professor may consider an A worth 75% and another may consider an A to be 90%. Sound peculiar? Well, it is, but it does exist. Some professors also use a bell curve style of marking. You should be able to request an explanation of a grading system from your professor. You should do so at the beginning of the year and ask that it be included in the course outline. Ombuds Services is encouraging the University to set a standard system to avoid this confusion. If you have any problems in this area, please let the Ombudsperson know.

Grades are usually posted in your department by student number before they are sent to Student Records. The earlier you get a look at the list, the earlier you can begin considering whether or not you want a review of grade.

• **Review of Grades** On an individual basis, errors in a final grade can happen. Arithmetical or clerical errors are not infrequent; even substantive errors of judgment can occur. You should normally begin by speaking informally with your instructor as soon as you can after the grades are posted. Some departments insist on a formal review of grades, others do not. Some ensure that one or two instructors review your work. Since there are over 40 schools and departments, the variation is wide.

If you are not satisfied with your instructor's response, you may take your request to the chairperson of the department (or the director of the school) concerned. If you are still unsatisfied, call Ombuds Services (788-6617).

The formal procedure for a review of grade should ensure that your request is not overlooked. (However, we would still advise speaking to your instructor as well, if you can.) To begin, fill out a formal request for review at Registrarial Services (there are deadlines involved). If you are out of town write to them. You will be informed in writing of the result. There is a fee of \$50.00 which is refundable only if your grade is raised.

You should note that it is possible that, on review, your grade will be lowered. If your request for a review is unsuccessful, you may want to write a supplemental or grade-raising exam. Remember you must apply by the deadline. Students in the Faculty of Engineering are not permitted to write grade-raising exams. Supplementals are not permitted at the graduate level (see "Exams"). Discuss this with a member of your Registrarial Services office at the outset of your request for a review.

Graduate Students

There are just over 2,400 full and part-time graduate students at Carleton. Their conditions of study are defined in the *Graduate Studies and Research Calendar*, published yearly. This is where to start in checking out rules and regulations. If your problems become complicated or if the rules seem unclear, contact the Faculty of Graduate Studies and Research (1516 Dunton Tower, 788-2525). The Dean is J.W. ApSimon; the Associate Dean (Student and Academic Services) is K. McGillivray.

Graduate students (and those in fourth-year honours) are entitled to a four-week loan period from the library. To avoid fines later, bring your registration contract to the library when you get your borrower label and specify that you want the extra borrowing weeks. Graduate students may also ask for a special card at the Circulation Desk which will entitle you to borrowing privileges at the University of Ottawa, as well as other Ontario universities.

Graduate Studies operates a special emergency bursary fund (Graduate Awards Office, 788-8349). The fund is extremely limited, but if you are badly strapped financially they may be able to help. Also, a small loan fund is run by the Graduate Students' Association (511A Unicentre, 788-6616).

New graduate visa students should note that tuition fees for foreign students are substantially higher than fees for domestic students although some may be exempt from the higher fees. (Submitted by the Faculty of Graduate Studies and Research.)

Graduation/Convocation

In order to graduate you must formally apply to do so. It is not an automatic consequence of finishing your final course. It is up to you to inform Registrarial Services of your intention to graduate.

The deadlines for 1993-94 are: December 1 (for winter graduation in February), February 1 (for spring graduation in June) or September 1 (for fall graduation in November). If it is important for you to graduate on time, it is useful to ask the advisor in your department and Registrarial Services to check over your whole program in September. Otherwise, you may get a nasty surprise the following spring. A convocation fee of \$30 for each student will be charged effective Fall 1993.

Instructional Television

Available to full-time or part-time degree students and Special students alike, ITV provides alternative access to courses for which on-campus attendance may not be possible due to work schedules, family responsibilities, or lack of space in an on-campus section.

An ITV course is the full equivalent of the same course offered on campus. You complete the same assignments and examinations as the on-campus courses and ITV course sections are allotted the same support resources provided for on-campus section.

Lectures are seen on cable channel 15 in the Ottawa area. Outside this cable area, lectures can be accessed through selected presentations on cable television in smaller communities or through *Topes To You* to either borrow lecture topes through participating community libraries and resource centres

or receive tapes at home by courier. Missed lectures may also be reviewed at facilities on the Corleton campus or borrowed overnight from MocOdrum Library.

Tuition for ITV courses is the same as for on-campus courses, as are any other costs associated with credit courses such as textbooks, course manuals, course materials fees or lab fees. Additional costs which may be incurred include: cable charges, *Tapes To You* fees or exam proctoring charges.

Other Universities

Universities like the idea that they're giving you a whole degree not just adding their name to an assortment of courses taught all over the place. Consequently, in order to get courses at other universities or to take a French course on a Summer Bursary Program, you *must* ask Registrarial Services for a Letter of Permission *before* registering in the course. The University now charges \$25.00 for each course regardless of credit value to a maximum of \$100.00 per academic session (see *Calendar* p. 48). Get a color description of the course you want to take and apply formally at Registrarial Services before you register. In the faculties of Arts and Social Sciences the deadlines for application are: November 15 for January registration; March 31 for Summer registration; and July 31 for September registration. If you are in another faculty, see your Registrarial Services for deadlines. For calendars from other universities, see Counselling and Student Life Services (501 Unicentre, 788-6600).

In addition to the transfer of credit option, certain Corleton students can register at University of Ottawa without paying extra fees. Registration forms and information on the exchange agreement are available at your Registrarial Services. Check with University of Ottawa for registration and course change deadlines. Remember, this is not a method for registering in a course for which you would not have been eligible to register at Corleton. Check carefully that the course you pick is acceptable.

Plagiarism

The Latin root of "plagiarism" is a word meaning "to kidnap". Thus, plagiarism means taking another person's ideas, words or writings and passing them off as your own.

The University is very strict when it comes to plagiarism. The result, if you have intentionally plagiarized, is normally a failure in the course and a letter of reprimand placed in your file. If you are accused of plagiarism contact Ombuds Services for assistance.

Students should know that allegations of plagiarism can only be dealt with by the Dean of a Faculty or an academic officer designated by the Dean. An interview is arranged for the student, usually at the Dean's office. Based on the interview, the Dean assesses the merits of the allegation and may assign an appropriate penalty.

When writing an essay, follow the guidelines that are available at the Bookstore or in your department. Lending an essay or an assignment to a friend or roommate could mean trouble for both of you. You would be amazed how many times, by a fluke of circumstance, the marker will hear about

this great essay submitted for a course and that essay sounds so similar to one s/he marked last year.

Use footnotes carefully. Use quotation marks or your own words instead of a rough paraphrase. Come up with some of your own ideas. In short, avoid plagiarism.

Remember: academic integrity protects the reputation of your degree.

Program Changes

To change your major or honours discipline or your degree program, consult Registrarial Services. Discuss your intended change with the advisor first, as all program changes affect graduation requirements. Changes of major or honours may only be made at certain times during the academic year. Changes of degree program are administered more strictly. See the "Registration" section of the *Undergraduate Calendar*.

Registrarial Services

Registrarial Services are a key link between students and the University. These offices maintain your academic records, administer numerous regulations, handle the paper work for changing majors, writing supplementals, and filing a new address.

Registrarial Services also administer decisions on course load, promotion, probation, accelerated progress, eligibility to register or to graduate, letters of permission to take a course at another university and so on. It follows that if you are worried about meeting University requirements or want to know if a special exception can be made, you should visit the Registrarial Services of your Faculty first.

They are there to explain the regulations, guide you through red tape and help prepare your petitions and appeals for special consideration. Do not be intimidated from making an appointment to see them. If shyness, the pressures of time or a wish to avoid hearing bad news cause you to settle for advice from another source, you may miss out.

Each Registrarial Services office has two primary functions:

- **Student Records** Each office maintains and processes the following: declaration of major or change of major; transfer of credits for courses taken at other universities; explanation of academic audits; application for review of grade; applications for supplemental and grade-raising examinations; final grade reports; changes of grades; graduation; academic standing decisions.
- **Student Advising** Advisors are available in each office to help you solve a variety of problems related to academic requirements, policies and regulations. You are encouraged to avail yourself of this confidential service at any time.

Each Registrarial Services office also accepts petitions for special consideration. If you find yourself at odds with University or Faculty regulations and you can verify that unusual or extenuating circumstances exist, you may be eligible for special consideration. Should you have any questions on any of the above topics feel free to drop by your Registrarial Services office to obtain literature on the various topics or to speak to a Records Officer or a Regulations and Policy Advisor.

- **Social Sciences** D382 Laeb, 788-3904. Assistant Dean/Registrar: Denise McKenna; Advisars: Jay Clorke, Ran Janes. Advising is on a walk-in basis, Monday to Thursday, 1:15 to 3:30 p.m.
- **Arts** 320 Paterson, 788-7460. Assistant Dean, Daug Sovelland; Advisars: Sheilo McCallum and Debra Faulkner (788-7462).
- **Science (and Computer Science)** 212 Herzberg, 788-4440 Assistant Dean and Registrar: Ruth Lifesa; Assistant Registrar Lisa Rolph.
- **Engineering (and Architecture and Industrial Design)** 2090 Minto, 788-5668. Assistant Dean: Dick Fleming; Pegge Clarke, Assistant Registrar. Industrial Design and Architecture students should also contact their respective School Administrator in some cases.
- **Continuing Education** (Special Students only) 302 Administration Building, 788-3500. Director: Bernadette Landry. Advisars: Karen Spencer and Linda Fowler.
- **Graduate Studies** 1516 Dunton Tower, 788-2525. Associate Dean (Student and Academic Services): K.J. McGillivray; Assistant Registrar: Gwen Maadie.

Study Skills

Getting through school can be hard work. You are the one who has to write the exams, read the textbooks, do the research, hand in the essays and so on. If you start feeling overwhelmed, however, don't give up. A number of services on campus exist to help you. It's a good idea to check these out early before you find yourself panicking about mid-term exams and final assignments. Remember, too, if there's anything in the subject matter or content of a course you don't understand, a good place to start is by asking your instructor. Talk to her/him after class or in regular office hours. All instructors have to chase, and post, a few hours a week when they will be available to talk to students. Think about the following services as well. Some are free, others involve a minimal charge. In all cases, the personnel are experienced and competent to help in the specific study skill area.

- **Learning Assistance Service** provides individualized help, based on your expressed interests and diagnostic tests, to overcome study difficulties and improve the skills you already have. This service is free. Call the Reading and Study Skills Counsellor at 788-6600, Counselling and Student Life Services, 501 Unicentre.
- **Mathematics Tutorial Centre** provides a free drop-in service where Corleton students may obtain tutorial assistance with qualifying and first-year level mathematics problems. The Centre is normally open for 10 weeks in the fall and winter terms. Times are posted on the bulletin board in the Department of Mathematics and Statistics, 7th level Dunton Tower, and outside the Centre: 509 (South) Dunton Tower.
- **School of Continuing Education** offers non-credit study skills sessions. Contact: 302 Administration Building, 788-3500.
- **Students' Association (CUSA)** sponsors a speed reading course with sessions offered on a regular basis throughout the year. Call CUSA, 788-6688 or drop by 401 Unicentre.

- **Student Academic Action Bureau (SAAB)** can be of assistance by offering academic direction to students. Call 788-1266.
- **Counselling and Student Life Services** co-ordinates a series of study skills courses in seminar or workshop format beginning in late September. They include Effective Reading, Essay Writing, Seminar Presentations, and Systems for Study. Call 788-6600 or register in 501 Unicentre.
- **Writing Tutorial Service** offers one-to-one tutoring, free of charge, to any student registered in any Corleton faculty. Instruction focuses on work-in-progress; students are guided through all stages of their essay writing, from the initial prewriting to the final revisions. Contact the Centre for Applied Language Studies, 215 Paterson, 788-6632.
- **English as a Second Language** offers credit and pre/non-credit courses for students interested in academic study in English (to develop skills in listening, note-taking, effective reading, essay writing) and for students interested in learning English for personal or professional purposes (conversation/discussion, listening, reading and writing, pronunciation, grammar). In all cases, the emphasis is on learning to use English effectively. Contact the Centre for Applied Language Studies, 215 Paterson, 788-6613.

Touchtone

You can register, withdraw, list your courses, check your grades etc. by calling 564-4455. Always list your courses after every change. Listen carefully; make sure the change is what you wanted. If you show up at Christmas and tell the Registrar you have been attending Section B in error and your registration says Section A you will likely not be transferred and will lose credit for the course. Use Touchtone carefully. If you are having difficulty using the system call the help line at 788-3666.

Transcripts

Applications for transcripts should be made in person or in writing to 315 Administration Building. Payment of \$6.00 for each transcript is required in advance. If there are post fees or fines owing, transcripts will not be issued. Processing a request normally requires 3-5 working days. At the end of each academic session (May, January, August) processing can take up to two weeks due to volume of requests. It is the student's responsibility to submit requests well in advance of any external deadlines which they are hoping to meet.

Tutors

When you need extra help or if you have help to offer, drop by the Peer Counselling Centre, 316 Unicentre (788-2755 or 788-3581). The Centre keeps a list of names of students who are able to tutor in such subjects as math, engineering, computer science, accounting, various languages, political science, English, etc. The referral service is free to use, but tutoring rates are set between tutor and person being tutored.

Withdrawing

The rules and regulations governing withdrawal from courses are administered quite strictly. If you think you want to

Just ceasing to attend classes is not an official notice of withdrawal; nor is informing an instructor of your intention to do so. For undergraduates and Special Students, the deadline for withdrawing from first term half courses is November 15; for full courses and for second term half courses, March 11. (Graduate students are an exception and may usually withdraw up to the last day of classes in the term of registration.)

If you formally withdraw or are before these dates, you do so without academic penalty. Beyond these deadlines you may not withdraw. Ceasing to attend will result in an F (means wrote the exam and failed), FNS or ABS notation on your transcript. These marks will not be erased and further problems in re-registering at Carleton or seeking admission elsewhere may arise.

Withdraw before the deadlines. If some special circumstances such as illness is involved in your belated decision to withdraw, however, you may petition to withdraw retroactively through Registrarial Services.

Aside from the possibility of petitioning to withdraw retroactively if you have missed the deadlines (permission only given in exceptional circumstances), it is also worth noting that

same of the situations which affect your decision to withdraw may be rectifiable. Financial aid, personal and/or academic counselling, study skills programs, and help in other areas are available.

If you do decide to withdraw from one or more of your courses, take time to find out if this will have any impact on your academic progress (at Registrarial Services), your student loan and/or grant or scholarship (at the Awards Office), and your eligibility to live in Residence (at the Housing Office). Full-time status is defined differently for different sources of advice.

Finally, if you are interested in a petition or appeal, find yourself bagged down in bureaucracy, or have some other problem, please or visit Ombuds Services, 511 Unicentre, 788-6617.

FOR THOSE WITH QUESTIONS ABOUT PERSONAL COMPUTERS

THE COMPUTER STORE

CARLETON UNIVERSITY

ROOM 315 SOUTHAM HALL

Sales 788-3699

Service 788-4063

Authorized dealers in Zenith,
IBM, Packard Bell, H.P., Apple
and Roland. Other peripherals,
accessories and software
available.

ALL-PURPOSE Survival

Birth Control

There is probably nothing as difficult to talk about as human sexuality although there are few areas in life where information and understanding are as important. Two sources of information on birth control and sexuality are: Health Services, 6th level Unicentre, 788-6674 and Peer Counselling Centre, 3rd level Unicentre, 788-3581. Both provide a supportive, confidential and non-judgmental atmosphere. Don't hesitate, however, to ask to speak to someone else if you are uncomfortable or to get clarification on any question. You have both the right and the obligation to be informed.

While birth control planning is a part of responsible adult life, no one method is suitable for everyone. Consider the methods available, your own preferences and those of your partner and make a decision on what is best for you.

Bus Transit

OC Transpo (741-4390) is Ottawa's public transit system.

OC Transpo has an exact fare policy paid by cash (\$2.00 for peak hours, \$1.50 for off-peak), or by showing a bus pass (\$43.50 for an unlimited number of regular rides during a single calendar month, or \$53.00 for express).

If you take the bus more than eight times a week, definitely get a bus pass. It will save you money. Go to Lincoln Fields Station (which is open only the first 5 days and the last 5 days of each month), downtown to Place de Ville (741-4390) or the St. Laurent transit station to get your picture taken for the "personalized section" of your pass (\$3.50). The Place de Ville office is open regular office hours on weekdays. St. Laurent is open Monday to Friday 11:00 a.m. to 6:00 p.m. and Saturday 11:00 a.m. to 5:00 p.m.

The monthly pass portion can be purchased at many corner stores, around Ottawa. On campus, you can buy them (as well as tickets) at the Bookstore, and at the Unicentre Store (4th level Unicentre). Tickets and passes can also be purchased at Glengarry House (Residence).

Buses on campus are the 7 and 118, and the 4 bus travels Branson. These (and most other buses) change routes (and times) drastically on Sundays. Call 741-4390 for route information and timetables. You can pick up printed schedules for bus routes at Place de Ville. Some are also available at the Bookstore.

OC Transpo's Lost and Found is at Place de Ville (563-4011).

If you have a complaint send OC Transpo a polite but firm letter. Also contact your City Councillor (see "Elected Representatives").

Canadian Federation of Students

Carleton was one of the first institutions to join the Canadian Federation of Students (CFS) in 1981 through referendum. Since then, the CFS has grown to represent over 400,000 students across Canada. Each student at Carleton pays four dollars to the CFS for the services and representation that the elected officials provide.

CFS was created to represent and articulate student concerns and is considered to be a formidable force by the Government of Canada. CFS uses solid research and nationwide input on students' issues to lobby the federal government. Concerns addressed by the CFS include student aid, accessibility and underfunding.

CFS provides services such as Student Saver Card, discounts for students across Canada and Travel CUTS, a discount travel agency. CFS also runs Student Work Abroad Program (SWAP) allowing students to live, work, and experience other parts of the world.

• Canadian Federation of Students - Ontario

(CFS-O/OFS) represents over 25 post-secondary institutions in Ontario on issues such as tuition, funding, student aid, housing, women's issues and many other matters related to post-secondary education. Carleton students pay three dollars each to the CFS-O/OFS for its representation and services which are helpful to students' associations and students directly.

For more information contact Kristine Hoselsteiner, CUSA VP External (788-6688) or the CFS National Office, 232-7394. (Submitted by CUSA.)

Counselling and Advice

This book is really about advice; where to get it, how to evaluate it, and how to make sure you have enough facts to make the decision that is best for you. Since every large institution can sometimes become impersonal, over-regulated and "bureaucratized", Carleton has a number of advisory services to help you sort things out. Specific services are described in detail under title listings elsewhere in *Survival*.

• **Academic Advice** Far rules and regulations, start by reading the Undergraduate or the Graduate *Calendar*. Then visit Registrarial Services (see "Registrarial Services") and the undergraduate advisor or chairperson in your department (see "Academic Advice").

If you have more general concerns (e.g. which job you want in the long run, what your skills and interest may be, and what kind of degree program would be best for you), try Counselling and Student Life Services (501 Unicentre, 788-6600). Seminars, a testing program and reference materials are available.

- **Personal Counselling** On campus, try Counselling and Student Life Services (788-6600) with professional counsellors for someone to talk to about feelings and relationships; Health Services (788-6674) staffed by professionals, or Peer Counselling Centre (788-3581) staffed by fellow students.
- **Appeals and Legal Advice** The best place to start is with Ombuds Services (788-6617). (See also: "Appeals and Petitions", "Judicial System", and "Legal Assistance".)
- **Financial Advice** For more information on student aid and budget counselling contact the Awards Office (788-3600).
- **Medical Advice** Health Services (788-6674) provides professional medical help including nurses, doctors, psychiatrists.

Dental Care Assistance

If you have a dental problem contact the Dental Emergency Clinic at 523-4185 for an appointment. They are open from 9:00 a.m. to 9:00 p.m. To find a new dentist in the Ottawa area call the Dental Society at 523-3876. Algonquin College Dental Clinic (727-4723) provides teeth cleaning at a reduced fee.

Distress Centre

The Ottawa Distress Centre (238-3311) is open 24 hours a day to listen to any sort of problem. The service is confidential and provided by trained volunteers supervised by a small professional staff.

Elected Representatives

At same time you may wish to voice your concerns or request the assistance of a member of government.

- **Federal members** for this area are: Beryl Gaffney (Nepean, 990-8827); Jean Robert Gauthier (Vanier, 992-4766); Marlene Catteral (Ottawa West, 990-7720); Mac Harb (Ottawa Centre, 996-5322); John Manley (Ottawa South, 990-8640); Paul Dick (Lanark-Carleton, 992-6580).
- **Provincial members** are: Gilles Marin (Carleton East, 749-9941); Norm Sterling (Carleton West, 692-2403); Hans Daigeler (Nepean, 596-5685); Bob Chiarelli (Ottawa West, 596-2016); Dalton McGuinty (Ottawa South, 736-9573); Bernard Grandmaitre (Ottawa East, 744-4484); Evelyn Gigantes (Ottawa Centre, 237-0212); Yvonne O'Neil (Ottawa Rideau, 738-7768).
- **City Councillors** are: Mayar Jacquelin Halzman (564-1342); Richard Cannings (By-Rideau, 564-1320); Nancy Mitchell (St.-George's, 564-1329); Jacques Legendre (Overbrook-Farbes, 564-1339); Diane Halmes (Wellington, 564-1311); Jim Watson (Capital, 564-1308); Peter Harris (Dalhousie, 564-1305); Jan Wang (Elmdale, 564-1323); Mark Malaney (Carlington-Westboro, 564-1326); Alex Cullen (Richmond, 564-1333); Jill Brawn (Britannia, 564-1336); Tim Kehae (Carleton, 564-1299); Jack MacKinnon (Canterbury, 564-1314); Peter Hume (Alta Vista, 564-1317); Jan O'Neill (Billings, 564-1302); George Brawn (Riverside, 564-1296).

Carleton University is in the Capital Ward.

Health Insurance

The Ministry of Health provides basic no-cost health insurance to all residents of Ontario. Students whose home is outside Ontario should have coverage under their provincial plan. All provincial plans are recognized by Health Services and will be billed directly. Students from outside Canada can apply for coverage through the Ministry of Health, 75 Albert Street, 783-4400.

- **Health Insurance and Drug Plan** All full-time undergraduate and graduate Carleton students are automatically covered under this Accident and Drug Plan. Part-time students and those wanting family coverage (including same sex couples) may opt into the plan by paying the premium in the CUSA office before October 1 for Fall/Winter registration and before February 1 for the Winter registration.

Full-time students already covered under a similar policy may opt out of this plan at the CUSA office before October 1, with proof of similar coverage. For more information on what is covered under the Plan, contact the Health Insurance Office at 788-3999.

Hospitals

- Ottawa Civic Hospital, 1053 Carling Avenue, 761-4000
- Riverside Hospital, 1967 Riverside Drive, 738-7100
- Grace General Hospital, 1156 Wellington Street, 728-4611
- Ottawa General Hospital, 501 Smyth Road, 737-7777
- Queensway-Carleton Hospital, 3045 Baseline Road, 721-2000
- Mantart Hospital, 713 Mantart Road, 746-4621
- Children's Hospital of Eastern Ontario, 401 Smyth Road, 737-7600
- Royal Ottawa Hospital, 1145 Carling Avenue, 722-6521 (Psychiatric) 505 Smyth Road, 736-1453 (Rehabilitation Centre)

Information

- **Information Carleton** (4th level Unicentre, 788-7400, Fax 788-7455, TDD 788-6620; Monday to Friday 8:30 a.m. to 6:30 p.m.) provides general information and referrals for the offices, facilities, services and events at Carleton. Call or drop by if you need staff phone numbers, class times and locations, office hours, directions, or information about services available at Carleton.

It is also a distribution centre for on and off campus publications such as campus maps, OSAP forms, student handbooks, change of address cards, *The Carleton*, *This Week at Carleton*, *TransFM*, National Arts Centre brochures, ByTowne and Mayfair film schedules, and many others, all available free of charge. Returning students in Arts and Social Sciences pick up their *University Calendar* at Information Carleton.

Tickets for events at Carleton are available at the Information Carleton Box Office, as well as cards for the Housing and "Everything Else" boards. Other services include the Ride Sharing Service, bookings for the fourth floor display area, and a lost and found. Copies of University publications are available to be used at the desk for quick reference.

- **Residence Desk** (2nd level, Residence Cammans, 788-5609) is staffed 24 hours a day, 7 days a week to provide assistance to students regarding Residence, the Department of Housing and Food Services and its facilities. The Residence Security staff can also be contacted at the Residence Desk daily between 5:00 p.m. to 7:00 a.m.

Between 7:00 a.m. and 9:00 p.m., individuals can purchase O.C. Transpo tickets/passes, meal plans and individual meal tickets for the Residence cafeteria. As well, a dry cleaning depot, with twice weekly pick-up/delivery, operates from the Desk.

- **Dear Carleton**, for lack of a better description, is a computerized 'Dear Abby' information source on the University mainframe. If you have a question about Carleton, want to comment on something that happened on campus or are just a little shy about asking a question please feel free to use the system ... it is free. When you log on the mainframe you will be prompted by 'enter class'. At that time type SOS and follow the instructions.

- **Speakers Bureau** (605 Administration Building, 788-3660) is a community service offered to groups and organizations looking for guest speakers for their meetings, seminars, and other gatherings. Volunteers include Carleton faculty and staff who are enthusiastic about sharing their ideas and talking about their research.

- **Community Information Centre** (377 Rideau Street, 238-2101) Information about agencies and organizations in the Ottawa area, including health, legal, educational counselling, recreational and social services can be found here. (See also: "Counselling and Advice" and "Publications".) (Submitted by Public Relations and Information Services.)

Nightlife

The Ottawa entertainment scene has definitely expanded over the last few years and the city can pride itself with offering quite the variety when it comes to getting out on the town.

Of course the National Arts Centre will offer a number of theatrical performances, concerts and symphonies over the year. Programs are available at Information Carleton. Ottawa Little Theatre and Sock'n'Buskin usually have a number of impressive theatre productions to look forward to during the year.

The bar and restaurant scene these days can be varied; expensive and not so expensive, depending on your tastes. The Byword Market area as well as Elgin Street continue to be fairly trendy with new spots opening regularly.

If you prefer a late night, there is always Hull – although it may not be an area to bar hop as a single, but rather with a few friends. Hull is cracking down on rowdiness at the bar strip, expecting responsible behaviour from the late night bar patrons.

Should you wish to stay on campus the Students' and Residence Associations will be providing entertainment, coffee houses, movies, concerts, pubs, etc., that may be easier on the pocket book and just as entertaining.

Nutrition

The first man who said "you are what you eat" was a German philosopher. He had a good point. Good nutrition is a sound investment both directly (eating well can reduce your food costs) and indirectly (you might suffer fewer illnesses). Health Services has numerous free pamphlets on nutrition. The Health Educator, nurses and doctors can also provide counselling, advice, assistance and referrals to specialists. (Submitted by Health Services.)

Passports

A passport is necessary for travel in most countries.

Applications for a passport can be obtained at any post office, including the one on campus. With the application, you will need two photographs of yourself. You also need an original copy of either your birth certificate or your citizenship papers and the signature of a guarantor who has known you for more than two years. Finally, you need a certified cheque, cash or money order for \$35.00.

Since this is Ottawa, you can go down to the Passport Office in person at 240 Sparks, 1st Floor West (995-8826). They say you can be processed in three to five working days, but for safety's sake, allow two weeks. If you mail the application, expect the process to take a month (don't mail cash).

Privacy

It is the University's policy not to release any information about a student to an outside person or agency without the student's expressed permission. The only information which will be given out is confirmation of enrolment. Emergencies are a different matter. The University will do its best to pass on a message to you.

If a federal government agency refuses you access to information about yourself, or if you feel it is invading your privacy in other ways, contact the Information and Privacy Commissioner (995-2410). If a credit or collection agency refuses to let you see your file or to amend untrue or unproven information, call the Ontario Ministry of Consumer and Commercial Relations (787-4048). You should also know that it is now law in Ontario that you must be informed if anyone attempts to do a credit check on you.

While we do not want to engender paranoia, privacy is your right. Do not answer questions which you feel are irrelevant or unnecessarily personal. Make sure any telephone surveyor identifies her/himself to your satisfaction. Even then you can still refuse to comply. Be willing to complain about unnecessary prying into your life. The best protection of our privacy, in the long run, will be ourselves.

Publications

The heart of a university is its library; the heart of *Survival* is the material we use to compile it. The following is a short list of publications you might find useful; we did.

Campus

- *Carleton University Undergraduate Calendar, 1993-94*: The most important book on campus. Read it; use it. Available through Information Carleton.

- *Carleton University Graduate Calendar, 1993-94*: This is just as important to graduate students. Pick up your copy at the Faculty of Graduate Studies (1516 Dunton Tower).
- *Evening Survival Handbook*: Available from Continuing Education (302 Administration Building, 788-3500).
- *Students' Association Handbook*: All about CUSA and what it offers in the way of services, entertainment and political activities. Get one in September at CUSA or Information Corleton (4th level Unicentre).
- *Residence Handbook*: Available from the Department of Housing and Food Services.
- *Accessibility and Resource Guide*: Published by the Poul Menton Centre, listing the various services available for students with disabilities. Contact the Centre at 788-6608.
- *Staff Telephone Directory*: While not intended for students, it is useful if you have a complicated question or a hard-to-find person you need to consult. Most offices, including Information Corleton, have one. Take a look and jot down the numbers.
- *Resources for Women*: An information brochure prepared by the Office of the Co-ordinator for the Status of Women, it includes listings of various administrative, counselling, and academic services available to women (788-5622, 446 St. Pat's).
- *International Students Information*: Prepared by the International Student Advisory Service at Counselling and Student Life Services, 501 Unicentre.
- *The Charlatan*: Available around campus, the student newspaper is put together in 531 Unicentre (788-6680).
- *This Week*: Published Thursdays by Public Relations and Information Services and distributed throughout campus.

Other University offices and various groups on campus publish information. For example, the library offers pamphlets on research, the Women's Centre issues a regular newsletter as do the Registrarial Services in Arts and Social Sciences. Most departments, schools and institutes offer guides, course lists and other material. Check them out.

General

- *Directory of Community Services, Ottawa-Corleton*: Published annually, available for about \$27.03 from the Community Information Centre (238-2101).
- *Income Tax and the Student*: Available free of charge from the Ottawa District Taxation Office, 360 Lisgor, 598-2275.
- *Self-Counsel Series*: A series of books published under separate titles (such as *Fight that Ticket in Ontario*, *Family Law in Ontario*, and *Civil Rights in Canada*), usually cost between \$3 and \$10 and are available at the Corleton Bookstore (or your local library). Check the date; if it's old, the information may be unreliable.

Ontario government publications (often free or cheap) are available by writing to the Publications Centre (880 Bay Street, Toronto, M7A 1N8). Ask to subscribe (free) to the Monthly Checklist of new titles. If you have trouble with mail orders, telephone them at 1-800-668-9938. For federal government publications call 997-2560 or the ministry or agency responsible.

Racism

Racism is a social phenomenon which refers to peoples' attitudes, beliefs and behaviour, predicated on erroneous assumptions about the nature of human diversity. Racial prejudice becomes the basis of a value system and a subconscious ideology that allows racial discrimination.

If you are the victim of an attack, receive hate mail or witness such an incident, call the police immediately. Stay calm, be co-operative and to the point. Try to have a friend with you, ask the officer for his/her badge number and read before signing any written statement. It would be advisable to seek legal advice before laying charges and appearing in court. If incidents occur on campus property, contact the University Ombudsperson.

You may also seek assistance from the Ontario/Canadian Human Rights Commission if you are denied accommodation, work or services because of race, colour, origin, etc.

Keep in mind that what appears to be discrimination may not be intended as such. Avoid overreacting and see if there are other ways to obtain redress before taking legal action.

If you are experiencing racism, aware of a situation which could develop into a racial confrontation, or aware of the publication and/or distribution of racist literature, you may speak to Corleton's Race Relations Advisor Simon Broscoupe at 788-2600 ext.2605.

Rape Crisis Centre

The Rape Crisis Centre (729-8889) provides a 24-hour emergency telephone line, as well as person-to-person support, accompaniment through medical and legal procedures if desired, and in-depth individual, family and group counselling.

Assistance can also be provided through offices on campus such as Counselling (788-6600), Health Services (788-6674), Women's Centre (788-2712) or Peer Counselling Centre (788-3581).

Keep in mind that Corleton is as safe as any town with a 20,000 population. Do not think just because this is a university campus, with the majority being your own age, that assaults or rape could not happen. The university campus is a public place and we should keep that in mind as we stroll the tunnels or travel the campus. (See also: "Sexual Assault Support Centre.")

Recycling

You can recycle paper, gloss, and cans on campus. Small bins marked "Fine Paper" in offices and classrooms are for deposit of white computer paper, note paper, fax paper, envelopes, "post-it" notes, and file folders. Large bins for fine paper, newspaper, gloss, and cans are located at: Unicentre (by Rooster's), Dunton Tower (tunnel level by elevators), Tory (3rd floor), Steacie (1st floor), St. Pat's (1st floor), Poterson (1st floor), Mockenzie (1st floor), Loeb (1st and 2nd floor), Herzberg (1st floor), Athletics (1st floor), Administration (2nd floor), and in the lobby of the residences. Newspaper includes off-white computer paper. Gloss should be separated into coloured and clear, and please remove the lids.

For recycling off-campus, call 745-6166 to receive a Blue Box. Recycle your clothing by putting it in a bag, tying the bag

with a sock or other identifiable item of clothing, and putting it beside your Blue Box (away from the garbage) on regular collection day. The clothing will be given to the Salvation Army, St. Vincent de Paul, and Ottawa Neighbourhood Services. Backyard composters are available for homes in the Ottawa area – call 564-1111. Telephone books are also recyclable in your Blue Box. Batteries, paints and most cleaners are considered hazardous waste and should be disposed of as such. Call 560-1337 for information.

For more information about recycling and waste reduction call 788-6688. (Submitted by CUSA.)

Sexual Assault Support Centre

The Centre provides support to survivors of sexual assault and incest. Programs include self-help support groups for women, adolescents and children, individual counselling and a 24-hour crisis line: 234-2266. (See also: "Rape Crisis Centre".)

Social Insurance Numbers

When introduced, Social Insurance Numbers were meant to facilitate federal government social service programs like Unemployment Insurance and the Canada Pension Plan. Now you are also expected to have a number to file for an income tax credit, to cash a Canada Savings Bond or to get your OSAP. In one province, you need a number from the time you are born.

Travel

If you are trying to travel as cheaply as possible, keep an eye on the Rides Board near Information Carleton, 4th level Unicentre.

For an expensive vacation, consider cancellation insurance but make sure you know what the insurance covers. If you have complex plans, a travel agency can probably help. Always consider extra health insurance when travelling out of the country. Be careful to use only agencies licensed and registered with the Ontario government. Your losses will probably be covered if the agency goes out of business. CUTS (1st level Unicentre) is licensed and registered and should be able to assist you. Also see CUTS for special student-related discounts, and to purchase an International Student Card if you are headed to Europe.

Typing

CUSA (401 Unicentre) offers a typing/duplicating/binding of student notes. Essays and resumes are the two big items in this business. Most bulletin boards on campus also carry ads for typing services.



Unicentre Pharmacy

**4th floor Unicentre
Carleton University**

788-4055

**Monday to Thursday 9 a.m. to 6 p.m.
Friday 9 a.m. to 5 p.m.**

**A full service pharmacy for the students
and staff at Carleton University.**

**We accept all major insurance plans
including staff Blue Cross.**

Carleton University Housing and Food Services

788-5614
off-campus

Didn't get into Residence?
Would you like a home away from home?
Or simply need a place to stay while you
are attending Carleton?

Try the Off-Campus Housing Office located in
Room 261 Stormont House. We have varied
and extensive listings to suit your needs.

We list room, flats, apartments and houses
on bulletin boards outside the Housing Office.

This enables you to view them 24 hours a
day. These lists are available year-round.

**Come and see us. We may be just
the place you are looking for.**

788-5618
campus dining plans

Save time spent in cooking and after meal clean-up.
Save money on what you normally spend on
day-to-day purchase of cafeteria meals.

We offer a variety of meal plans:

- 1 Meal a Day, 5 Days a Week
- 2 Meals a Day, 5 or 7 Days a Week
- Munch Money Discount Coupon Books

The Daily Plan Rates are calculated to allow you to eat as
much as you wish at each meal for one Low Price in the
Commons Dining Halls.

Munch Money Coupon Books permit A La Carte
purchases in the Oasis Snack Bar as well as Day-to-Day
purchase of meals in the "One Price, Unlimited Seconds"
Commons Dining Halls.

**JOIN NOW. Consult us for further information and
prices.**

We are open from 9:00 to 5:00 Monday to Friday during the academic year
and 8:30 to 4:30 during the summer.

We are looking forward to seeing you in September

Room 261 Stormont House



Southam Hall

788-3832



Athletics Building

788-2149

CAMPUS Survival

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Alumni

Nat to rush things, but once you graduate your name will be added to the roster of the more than 56,000 graduates of Carleton University and the former St. Patrick's College represented by the Alumni Association.

The active alumni program includes: Alumni Weekend in October; reunion, chapter and branch programs; speakers' series; Careers Insight program; and the A.D. Dunton Alumni Award. As well, alumni support the University through personal and corporate contributions.

Alumni Services keeps in touch with members by publishing the *Carleton University Magazine*. Benefits extended to alumni also include library privileges, membership in the Faculty Club, and a reduced-rate annual fee for the Fitness and Recreation Centre. Services include group-term life insurance, Mastercard, wine sales program, travel and job seminars.

For further information contact Development and Alumni Services, 788-3636. *(Submitted by Development and Alumni.)*

Art Gallery

The Carleton University Art Gallery (St. Patrick's Building), a new, state-of-the-art museum facility, is home to Carleton's collection of nearly 500 artworks. The upper gallery is dedicated to selections from this collection, changing on a regular basis, while two lower galleries accommodate exhibitions of contemporary art organized by CUAG or on loan. The Art Gallery is an important resource for the study of art and culture in all forms – from traditional framed hangings to performance, video, installation, photography, design and architecture. It is a place where those who care about the quality of their life can come to enjoy and engage the art of their time. Director: Michael Bell. Hours: Tuesday to Friday, 12:00 to 7:00 p.m.; Saturday & Sunday, 12:00 to 5:00 p.m. during the school year; Tuesday to Friday, 12:00 to 6:00 p.m.; Saturday & Sunday 12:00 to 5:00 p.m. during the summer. *(Submitted by the Carleton University Art Gallery.)*

Athletics

Carleton's Physical Recreation and Athletics Department offers a broad program of physical recreation.

- Facilities include: 50-meter pool; fitness centre; testing rooms; physiotherapy clinic; sports medicine clinics; locker rooms with sauna and whirlpools; double gymnasium; squash and tennis courts; combative and multipurpose rooms; heavy-weight room and Nautilus centre; and the Raven Corner(store) and the Fit Stop restaurant.
- Hours of Operation: The Centre is open from 7:00 a.m. to 11:00 p.m. weekdays and from 8:00 a.m. to 11:00 p.m.

on weekends. For information about specific facilities call the number(s) listed below.

- Varsity Activities are basketball, fencing, field hockey, nordic (cross-country) skiing, soccer, waterpolo, rowing, swimming and volleyball for women; basketball, fencing, football, rugby, nordic (cross-country) skiing, soccer, swimming and waterpolo for men.
- Intramural Sports include basketball, basketball, soccer, touch football, curling, hockey, squash, volleyball, tennis for men; basketball, basketball, hockey, touch football, volleyball, tennis, squash, swimming for women; also a variety of co-ed intramural sports.
- Instructional Programming include such activities as karate, jiu-jitsu, yoga, tennis, squash, fitness, dance, swimming. Registration for programs takes place in the Physical Recreation Centre on Tuesday, September 14, 4:45 to 6:00 p.m.
- Freelance Recreation for people who wish to organize their own physical recreation options include such activities as squash, tennis, pick-up basketball, fitness, weight training and recreational swimming.

For information, contact the department at 788-4480 (or 788-5631 for recorded general information). To book squash or tennis courts, call the Tuck Shop at 788-5655 for details.

The athletics program is governed by the Athletics Board, which advises the University on matters of athletics and recreation policy through the Office of the President. The Board is comprised of members from faculty, administration, students' and residence associations. *(Submitted by Athletics.)*

Bicycles

Carleton encourages the use of bicycles on campus, but those using bicycles must adhere to the parking policy established for the safety and well-being of everyone.

Bicycles must be parked in the stands provided for that purpose. Locking bicycles to walkways, wheelchair ramps, doorways, fire hydrants, and anything else except a bicycle parking rack is not permitted. Your bike may be removed.

Carleton University is not responsible for any loss or damage to bicycles, however caused. Losses or damage should be reported to the Department of University Safety (788-3612).

Bicycles are not permitted in campus buildings, except in appropriate storage areas in Residences. Bicycles carried into elevators or stairwells create obstructions for other occupants, particularly in the event of an emergency evacuation.

Bookstore

Carleton's Bookstore (2nd level, Southom Hall, 788-3832) supplies course texts, reference and trade books as well as stationery and writing supplies, school rings, T-shirts, crested products, bus tickets and passes.

All books carried in the Bookstore are listed alphabetically by author or title, in computer listings found at the Book Information Desk. If you can't locate a book, the staff can help.

The refund and exchange policy is posted near the Book Information Desk. A sales receipt (proof of purchase) is necessary for refund or exchange which is also subject to a deadline at the beginning of each term. Make yourself familiar with the refund policy. Don't miss the deadlines for exchanges or refunds.

A deposit of \$3.00 enables you to order any book not carried as regular stock and a deposit of \$1.00 (non-refundable, if cancelled by the customer) allows you to reserve a copy of an out-of-stock textbook. Deposits are down-payments on the book, not special charges.

The Bookstore also buys and sells used books. Since buy-backs occur on a seasonal basis, it is best to ask for exact times and dates. A computer listing of the books being bought back is available for examination at the Book Information Desk.

If the Bookstore is out of stock or has not received a particular book needed for a course, don't despair; the staff can suggest an alternative source. There are a number of other good bookstores in Ottawa; phone around and see if they have what you need.

Second-hand bookstores are also worth a try for older texts or greatly reduced prices and for rare or out-of-print titles. *(Submitted by the Bookstore.)*

Centre for Aboriginal Education, Research and Culture

CAERC, which became operational in 1992, exists to ensure that aboriginal heritage is represented and present on campus – through consultative services and specific projects undertaken in cooperation with students, faculty and the community-at-large.

Transitional concerns of aboriginal students are addressed through CAERC's welcoming environment and networks. Aboriginal Student Orientation Weekend, September 10 – 12, will launch distribution of a Survival Handbook specific to aboriginal students in the National Capital Region.

Feel free to drop by the Centre office at B255 Loeb, 8:30 a.m. to 4:30 p.m., or call Madeleine Dian Staut (Director) or Gillian Whyte (Administrative Assistant), at 788-4494.

Chaplaincy

Our purpose is to share experience, insights, friendships and faith. Study and discussion groups, community projects and development education, special speakers and seminars, marriage preparation, instruction in the faith, religious services and special events are also part of our work. We welcome and appreciate interfaith dialogue as well as enquiry into any area of religious or ethical concern. We also have connections

with organizations or resources which you may be looking for on campus, as well as with churches and religious groups in the Ottawa area.

A "Quiet Room" (T27 – Tory Tunnel) is available for prayer or meditation.

Catholic mass is held Sunday at 11:00 a.m. in 100 St. Patrick's Building and daily Tuesday through Friday in 127G Unicentre. Protestant Worship is held Sunday at 7:30 p.m. in 100 St. Patrick's Building.

Fr. Roger Vandenokker, the Roman Catholic Chaplain can be reached at 788-2896. Rev. Neil Hunter, the Protestant Chaplain can be reached at 788-4449 or at home at 829-4921. *(Submitted by the Chaplaincy.)*

The Charlton

The Charlton (511 Unicentre, 788-6680), Carleton's independent student newspaper, hits the stands every Thursday during the school year and monthly in the summer. The paper is staffed and operated by students and always welcomes more help. Everyone is invited to get involved in writing news, sports, arts or features, graphics, photography or production. Those who participate in the paper get a say in how it is run. Open staff meetings are held every Thursday at 5:30 p.m. to make decisions, discuss problems and talk about the paper.

The Charlton is an editorially and financially autonomous publication, funded by student fees and revenue. It has a circulation of 14,000, both on and off campus. If you want to get involved, vent your spleen, or tip us off on a news story, feel free to call or drop in anytime. *(Submitted by The Charlton.)*

CKCU-Radio Carleton 93.1 FM

CKCU-FM (517 Unicentre, 788-2898) is your radio station, broadcasting 24 hours a day at 93.1 FM, 93.5 cable. Coverage extends to a radius of 100 km. at 12,000 watts from the CompuFortune Tower.

Live, creative and alternative best describe Canada's senior campus/community radio station. CKCU programming is produced by over 200 volunteers and covers music, public affairs and ethnic broadcasts. The diverse musical range includes all styles, with an emphasis on new music and local artists. Full details are published monthly in our free program guide *Trans-FM*.

CKCU-FM is funded by CUSA, advertising, and an annual public funding drive. This means that students, staff and volunteers work together not only to provide diverse radio but to ensure financial stability.

Join other members of the community and campus who make up the heart of Radio Carleton, simply by coming to 517 Unicentre and sharing same interest in music, public affairs or production, or attend a publicized recruitment meeting in September and January.

Clubs

Each year, the Students' Association (CUSA) sponsors dozens of clubs on campus. Some, like the Photography Club (512 Unicentre), provide valuable equipment for student members who might otherwise not be able to afford it. There

are hobby clubs, political clubs, ethnic clubs, sports clubs, indeed almost every sort of club one can imagine.

These groups depend on you for their existence. Call the Students' Association (788-6688) to find out which are operating this year. If you have some special interest not on the list, consider starting your own group. The Students' Association may be able to provide help with the publicity, organization and finances. The rest is up to you.

Complaints

These fall into many separate categories. Usually it is best to begin with the person in charge of the relevant area. For example, Athletics facility complaints should go to Keith Harris, Director of Athletics (788-4480). Bookstore complaints should be taken to Joe Gosset (788-3832). Housing and Food Service complaints should be directed to David Sterritt, Director of Housing and Food Services (788-5612) if the manager of the specific food outlet cannot help. Library problems may be taken to Dianne Gavin, Head of Circulation (788-2734) if overdue books, billings, etc. are involved. Disputed parking fines (and related matters) should be brought to the attention of Carole Dunlevie, Parking Supervisor (788-3623).

In all these cases, there are policy committees (usually including students) empowered to hear individual appeals. If you encounter initial resistance, or if you want to appeal to one of these committees, contact Ombuds Services (788-6617) for help.

- **Students' Association** The operations of CUSA may give rise to complaints from students using a facility, working part-time, or who feel their concerns are not being well represented. See the President, Lucy Watson (788-6688), a member of the Executive or the Students' Council.

Computer Store

The University operates the Computer Store (315 Southam, 788-3699) to pass on to students and staff certain price advantages that can be offered in an educational setting.

The store is an authorized dealer for Apple, Hewlett Packard, IBM, Packard Bell and Zenith. Accessories and software are also available. The manager is Mark Thaw.

Computing and Communication Services

Personal computer access for all students is provided in a number of rooms including: 411 and 511 Library; 402 Dunton Tower; 121 Lanark House; and 309 St. Pat's. Software available includes WordPerfect, communication packages and CD ROM access software.

All graduate students and undergraduates in specific courses can use the Unix computer systems for many applications including email, newsgroups and statistical analysis.

A Directory of Services is available via the Info online information system. *(Submitted by Computing and Communication Services.)*

Counselling and Student Life Services

This resource is available to help you with personal, emotional and educational problems. Personal concerns may affect your studies, your social relationships or your ability to plan wisely for the future. If this is the case, don't wait for things to work themselves out – the sooner you seek help, the faster you can resolve the problem.

Professional counsellors provide individual and group counselling for personal/emotional concerns, educational and career information, career workshops, and a study skills program. The service is strictly confidential and information is never released unless requested by the student.

The resource centre consists of educational directories, university and college calendars, career planning books and materials, and study skills manuals. The centre can be used on a drop in basis.

Office hours at 501 Unicentre are generally 9:00 a.m. to 5:00 p.m. (Fall/Winter), 8:30 a.m. to 12:00 noon and 1:00 to 4:30 p.m. (Summer). The office is open one or two evenings a week during the Fall/Winter term. For more information or an appointment, phone 788-6600 or drop by our office.

Programs offered by this office include the following:

- **Leadership** is the subject of a four-week seminar designed to enhance your skills in teambuilding, conflict management, effective meetings and many other areas. For more information contact the Campus Life Coordinator.

- **Transitions** is a year-long program designed to assist new students make a successful transition to university life. Returning students act as resource people for new students in small groups which allow for ample interaction. One of the critical keys to success is achieving a balance socially and academically. The role of the Transitions program is to assist you to achieve this goal. If you want to get involved, please contact the Transitions Coordinator.

- **Study Skills Program** workshops are designed to assist students to improve their learning skills including: time management, essay writing, test taking, exam preparation, active reading, note-taking and presentation skills. Workshops begin in mid-September and are offered in small groups to allow ample time for discussion and interaction. Participants have access to individual follow-up if needed. *(Submitted by Counselling and Student Life Services.)*

CUSA Special Projects Office

The Special Projects Office (401 Unicentre, 788-6688) maintains a resource centre which is available to students. It also serves as a research and organizing centre for issues such as unemployment, accessibility, housing, tuition, cutbacks and other matters which affect students.

Day Care

The Day Care Centre on campus is open 12 months a year. Children are accepted at the age of six months to five years. Priority admission is given to the children of students, staff and faculty members. The program is developmentally suited to the individual needs of each individual age group. Staff are trained in Early Childhood Education, Mothercraft (Toronto) or

equivalent. Parents form the Executive Committee, responsible for policy decisions and monitoring of the Centre's finances.

Fees are prepaid on a monthly basis. A subsidy is available from the Regional Municipality for families who qualify. As there is an extensive waiting list for September admissions, you should apply as early as possible.

For information about the Renfrew House Centre (6 months to 2-1/2 years), call supervisor Sonya Thompson, 788-7483; for the Loeb Centre (2-1/2 to 5 years), call Morgot Henderson, 788-2715. By the way, the construction going on near Athletics is the site of a new day care building. *(Submitted by the Day Care Centre.)*

Disabilities

The Poul Menton Centre for Persons with Disabilities (500 Unicentre, 788-6608, TDD: 788-3937, Fax: 788-3995) provides individualized support services to persons who are deaf or hard of hearing, with learning disabilities, visual impairments, head injuries, physical disabilities including mobility impairments, or have psychiatric or other health problems.

- **Requests for service** Students are responsible for applying for special services. These may include, but are not limited to: interpreters, notetakers, scribes, readers and photocopying services, as well as requests for special arrangements for examinations and the use of adapted computers and other technical devices. Requests will be considered on an individual basis and should be submitted at least four weeks before the term begins.

- **Counselling** Students with permanent or temporary disabilities are welcome to make appointments to speak with Centre staff about any personal or student-related difficulties they may encounter.

- **Study Centre** MacOdrum Library has been equipped with technical devices including four desktop computers (a 286, 386, an XT and a voice activated Dragon Dictate system) and three portables, furnished with mainstream software such as Wordperfect 5.1, Lotus 1,2,3, Dbase 4, Procom Plus (for access to the Library's CUBE system), Right Writer (grammar check), large print and voice hardware/software programs. Also available are a Kurzweil scanner, a braille, Visuoteks, and a limited number of personal FM systems and tape recorders. Contact the Paul Menton Centre for information on using this service.

- **Blind or Visually-Impaired** In addition to the equipment available in the Study Centre, students can request transcription of texts into braille, large print, computer disk or cassette form. Requests can take up to six weeks to process. Contact Sylvio Grudo or Margaret McLeod, Reader Services, MacOdrum Library, 788-2600, ext. 2736.

- **Deaf or Hard of Hearing** A variety of services and resources are available through the Poul Menton Centre. The Centre acts as liaison for the Educational Support Services program providing interpreter service, note-takers and personal FM systems for eligible part-time students. Students must apply at least four weeks before courses start to access service. Full-time students may be eligible for services through Vocational

Rehabilitation Services (VRS) or other funding agencies. It is the student's responsibility to initiate enquiries.

- **Students with Learning Disabilities** It is the intention of faculty and staff to accommodate the reasonable special needs of students with learning disabilities. It is required that the student have a recent psychoeducational assessment available in order that University staff may provide services that address each individual's particular learning disability. If a psychoeducational assessment is unavailable, one may be administered. Students seeking help with their particular learning disability, information with regard to University policy for students with learning disabilities, or wishing to be tested or retested may initiate inquiries with the Poul Menton Centre.

- **Mobility Impaired** The campus is well equipped for accommodating persons with disabilities. The buildings are in close proximity to each other and most are connected by tunnels. All main buildings have elevators and are ramped. Sidewalks have curb-cuts throughout campus. The Poul Menton Centre provides a building accessibility inventory.

- **Residence Program** A limited number of accessible rooms are available each year. Admission to the program is based upon fulfilling some or all of the following criteria: the need for attendant care service, level of disability, the availability of space in an accessible room, whether or not the applicant has housing alternatives within the Ottawa area, and the date of application. Contact the Co-ordinator, Attendant Services Program, (788-6615) or the Housing Office Accommodations Officer (788-5612).

- **Twenty-Four Hour Support Service Program** The Residence Program features a 24-hour support service which involves attendant care for help with activities of daily living such as personal care, room chores, cafeteria assistance, etc. Contact the Co-ordinator, Attendant Services Program, or the Co-ordinator, Physical Disability Programs at 788-6615 or 788-6608. *(Submitted by Poul Menton Centre.)*

- **NEADS** The National Educational Association of Disabled Students' office is located at 513 Unicentre, 233-5963 V/TDD. Enquiries regarding this national advocacy association can be made to Frank Smith.

Disability Awareness Centre

The Carleton Disability Awareness Centre – CDAC (513 Unicentre, 788-6618) promotes awareness of barriers facing students with disabilities. The Centre functions as a resource unit, and also offers services for disabled students including advocacy, TDY access, tutoring, typing, proofreading, note-taking and assistance with library research. Volunteers and friends of the Centre are needed. Come socialize and use these resources; everyone is welcome. *(Submitted by CDAC.)*

Food Services

There are five à la carte cafeterias on campus: Loeb Cafeteria, 1st level Loeb Building; the Peppermill and Mr. Submarine, 2nd level Unicentre; Oasis, 1st level Residence Commons; and the Fit Stop, in the Athletics Complex. In addition, Huga's, a fast food kiosk located near the large vending bank on the 1st level Unicentre is open late hours and weekends. Fresh coffee,

other beverages and light snacks are available at 'Tunnel Express' at the junction near the Library.

Hours of operation are standard throughout most of the year but subject to change during exam and holiday periods.

Vending machines are also located on the 2nd level Mackenzie, 2nd level Residence Commons, 2nd level Laeb, 5th level Administration Building and at the Tunnel Junction.

The Residence Commons dining halls are available for single-meal service and meal tickets can be purchased at the Service Desk in the main foyer of the Commons. To help off-campus students, a variety of meal plans (at a discount) are available similar to those offered to residence students. If you cannot or do not want to cook where you are living, these plans may be convenient and economical.

Housing and Food Services (788-5612) is interested in any comments, observations, complaints or compliments you have about the quality of service. *(Submitted by Housing and Food Services.)*

Foot Patrol

This group of trained student volunteers work to make Carleton a safer place. Every evening between 8:00 p.m. and 1:00 a.m., four co-ed pairs patrol assigned areas of campus, looking out for anything unusual or anyone who needs their assistance – be it to walk them across campus, contact the Department of University Safety, or even on occasion to push their car out of the snow. Call 788-4066 or stop by the 4th level Unicentre office in Baker Lounge when you'd like an escort.

We are always looking for enthusiastic volunteers to work as patrollers and dispatchers. Training sessions are held in September and in January. Please contact Brenda Kennedy or CUSA at 788-6688. *(Submitted by Foot Patrol.)*

Graduate Students' Association

The GSA is the fully autonomous student body which represents the more than 2,400 full- and part-time graduate students registered at Carleton. It represents their collective interests to the University administration, and at the same time helps individual graduate students with specific problems. The GSA funds research activities through travel grants given to graduate students who attend academic conferences, maintains an emergency loan program and sponsors several social activities during the year.

The Association's Council is made up of a four-member elected Executive and representatives from each department or school that offers graduate-level programs. This year's executive members are: Vladimir Zhivov (President), Michael Allen (VP Finance), Guy Vodish (VP Internal), Borboro Rose (VP External). If you need information on graduate studies or want to learn more about the GSA, call 788-2600 ext. 6616 or drop by 511A Unicentre anytime.

Mike's Place, located across from the Peppermill Cafeteria on 2nd level Unicentre, is a bar owned and operated by the GSA. *(Submitted by GSA.)*

Graffiti

If you see sexist, homophobic or racist graffiti on University property you are asked to phone the Maintenance Control Centre at 788-3668 during the day between 8:00 a.m. and 4:30 p.m. Monday to Friday and 788-3669 at other times. When making such a report please give the Centre your name, telephone number, and the location and description of the graffiti.

Graphic Services

This University department provides expert advice and a full range of services including: design (type, layout, graphics and illustration); mounting and laminating of posters; full range of desktop publishing services on either Macintosh or IBM equipment, including scanning (text or graphic), formatting of text, and laser printing from disk or network; printing of items ranging from black and white to full colour including books, posters, pamphlets, booklets, letterhead, envelopes and carbonless forms; photocopying of theses and other material offered in 102 Administration Building as well as in satellite areas in MacOdrum Library, 205A Laeb and the Unicentre CopyShop. Reductions or enlargements, black and white transparencies, and unibind or cerlox binding can be arranged. For more information call 788-3625. *(Submitted by Graphic Services.)*

Hairstylist

Although you may choose to visit any of the downtown hairstylists' locations, you should know there is one on campus. Ziggy's Hair Design is located on 2nd level Unicentre (near Porter Hall), 234-3555.

Health Services

Health Services (6th level Unicentre, 788-6674) provides comprehensive medical care for the university community, including students who live off campus or in residence.

Please contact us if you need medical care and/or information. It is important to seek help promptly for physical or emotional health problems. Waiting to see if it will go away often leads to unnecessarily missed classes, trouble concentrating on school work, or a worsening of problems which could otherwise have been resolved.

You may book an appointment to see a doctor, or you can walk-in and see someone. Confidentiality is strictly observed. No information is released unless requested by the person concerned.

Health Services is open 9:00 a.m. to 5:00 p.m. weekdays from September to April. An on-call service is provided after hours. There are limited evening hours in which you can be seen. Please call for details. Physicians and nurses are available to advise and treat almost every medical requirement including treatment of illness, preventive health counselling, birth control, diagnosis and treatment of sexually transmitted diseases, allergy shots, immunization and referral to specialists. The clinic atmosphere is supportive. A staff of competent psychiatrists and counselors are available for consultation and treatment.

- **Health Education Program** Our Health Educator works with a staff of Peer Educators to help promote healthy lifestyles. They offer group sessions on topics including nutrition, relationships, sexuality, contraception and alcohol. For more information call 788-6676. *(Submitted by Health Services.)*

International Students

Counselling and Student Life Services (501 Unicentre, 788-6600) runs an advisory service for international students. Drop by for current information on immigration law and policy, on resources and services available, or to discuss matters of special concern. Office hours are weekdays, 9:00 a.m. to 5:00 p.m. The International Student Advisor is Jonyce Dole Smithley.

For adjustment concerns, the International Student Advisory offers counselling and information on social activities within the university community and encourages students to seek assistance when they are first experiencing difficulty.

- **Visa Conditions** Student visa holders should adhere very carefully to the conditions stated on the "student authorization". The rules governing your stay in Canada are strictly enforced. For example, your authorization is valid only for study at a particular institution (university, college, etc.) and thus, if you plan to change universities, make sure you contact Immigration (995-8131) well beforehand to have your visa changed.

- **Employment** The following groups may be granted permission to accept work without the job needing validation or being subject to the availability of Conditions: international students working on a job on campus; spouses who are not students themselves may get a job anywhere; international students may work anywhere after graduation in an educationally related job for up to 12 months. If you have questions or concerns about this policy please contact Immigration or the International Student Advisor.

If you think you may be inadvertently contravening the conditions of your visa, try to act on it at once. More often than not, Immigration officials are quite sympathetic to someone who in good faith discovers s/he has contravened the rules out of confusion, error or ignorance. Your good faith is best demonstrated by acting quickly and directly and often you may save yourself worry or further problems. Your International Student Advisor may be able to advise you on certain approaches when dealing with Immigration.

Judicial System

The University has a system of tribunals where cases of students accused of misconduct are heard.

- **Academic misconduct** Known as an instructional offence such as cheating on examinations or plagiarism. If a student is accused of an instructional offence he/she first meets with the Dean of his/her Faculty who determines:

- whether there is sufficient evidence to proceed;
- if there is sufficient evidence to proceed, whether an agreement can be reached at this level as to what the penalty should be; or
- whether the matter should be sent to tribunal.

If the matter is sent to tribunal, the accusation is heard by a panel of five faculty members appointed by the Senate. This panel will determine whether the accused is guilty or not and, if required, set a penalty which can be one of expulsion, suspension, or reprimand. At the tribunal the case against the student must be proven and the student or his/her representative will have the opportunity to challenge the case and present a defence.

- **Human rights** Offences such as sexual harassment or racial discrimination. Before a complaint against a student for a human rights offence goes to a tribunal, attempts at mediation and other forms of conflict resolution may be made. The tribunal for human rights offences consists of two faculty members and a student appointed by the Senate.

If you are charged with an offence, you are advised to seek the assistance of the Ombudsperson for an explanation of the procedure and to obtain representation.

Lesbian, Gay and Bisexual Centre

The Gay, Lesbian and Bisexual Centre (788-2600, ext. 1860) provides a welcoming and open environment in which students can feel safe to become involved with the LGB community on campus. Because homophobia is based on irrational fear and ignorance of LGB people, we are here to educate the community about our history, culture, and the issues which affect us. The LGB Centre also lobbies for the needs of gay, lesbian and bisexual students, faculty and support staff.

You don't have to be "out of the closet" to use the LGB Centre. Everyone is welcome – Lesbian, Gay, Bisexual, Straight or Undecided. *(Submitted by Lesbian, Gay and Bisexual Centre.)*

Library

MacOdrum Library, located on the Quad, is the main library. Basic hours are Monday to Friday 8:00 a.m. to 11:00 p.m., Saturday and Sunday 10:00 a.m. to 11:00 p.m. Hours vary during the spring and summer and when classes are not in session. Call 788-5621 for a 24-hour recorded-message.

Undergraduate loan period is two weeks. Fourth-year honours students, graduate students and staff are entitled to four-week loan, subject to recall for another patron after two weeks. Your Carleton ID card is your library card with a bar-coded label affixed on your first visit. If your card is lost or stolen, report it to the Library immediately. You are responsible for all books taken out on your card.

Circulation and Reserves information is displayed in CUBE, the online catalogue. Reserve material may be borrowed mainly for use in the library, although some items are available for overnight use or for a few days. ITV course tapes are also available for loan.

Overdue fines and sanctions are substantial. If you have 3 or more books overdue, your borrowing privileges will be suspended until all are returned. If you return an overdue book without paying the fine at the Circulation Desk, you will be charged an extra \$3.00 billing fee. Bills must be paid at the Business Office and not at the Circulation Desk. Charges for lost books are high (minimum \$75) due to costs involved in reordering and processing replacements. Problems with fines

or charges should be directed to the Head of Circulation. You may also appeal a decision, in writing, to the Senate Library Committee.

The Library's general service areas (information desks, checkout, book return and interlibrary loans) are located on the main floor. CUBE terminals are found on each floor and a large-print terminal for visually-impaired patrons has been installed nearby Room 232, the study for Persons with Disabilities. Dial-in access to CUBE is available 24 hours a day, 7 days a week for computer users. See the CUBE Basics Guide at the Information Desk. Two terminals for consulting ORBIS, the University of Ottawa online catalogue, are also on the main floor.

Information leaflets on how to use the library, regulations and subject bibliographies are located near the main Information Desk. Orientation tours are offered at beginning of term to acquaint you with the building, its collections and CUBE usage. Special subject seminars are offered by prior arrangement (788-2736).

Paper copies of exams may be purchased in the Photocopy Centre (150). More current exams can be consulted in the Photocopy Shop, 1st level Unicentre.

Study space is distributed throughout the building at tables and carrels in open areas and rooms. Temperatures can vary drastically from floor to floor – if you find it too warm or cold in one area, try another. Do not leave unattended your personal possessions, valuables or books charged out on your library card; thieves are at work in the library, as elsewhere.

The exit is monitored with an electronic detection gate. Books desensitized at checkout allow you to exit through the gates. If the alarm rings while you exit, you will be required to submit your bags for a search. Penalties for theft or mutilation of materials are very severe and can lead to suspension of library privileges. *(Submitted by MacOdrum Library.)*

The Map Library is located in 299D Loeb. Call them at 788-2515.

Lockers

A locker can be rented from the University for \$15.00 after registration. Lockers are allocated on a first-come, first-served basis, so act quickly if you have a particular location in mind. Keep your receipt in case someone else uses your assigned locker. Locks will be removed from lockers occupied by unauthorized persons and the contents turned over to the Parking Office. No refunds or exchanges will be made. Lockers must be vacated by May 1 (Fall/Winter session) and August 20 (Summer session), after which time the contents will be treated as abandoned.

Lockers are not a secure place to store valuables and the University accepts no responsibility for stolen or missing articles. *(Submitted by Parking and Locker Section.)*

Lost and Found

The campus Lost and Found is handled by the Department of University Safety at 788-3614 (209 Maintenance Building).

Mature & Part-time Students

This CUSA-funded service provides a place where non-traditional students can meet and share the joys and hardships of university life. The Centre is mandated to provide services to meet the unique needs of all non-traditional students. Services include: an Emergency Hotline for reaching students on campus, a March Break Daycare free to students, a small resource library, a quiet, smoke free study room, seminars and workshops, a lounge and several social events during the year.

The Centre is open 9:00 a.m. to 10:00 p.m. Monday to Thursday, 9:00 a.m. to 5:00 p.m. on Friday in 314 Unicentre (788-2754). *(Submitted by Mature and Part-time Students' Centre.)*

Mediation Centre

The Campus Mediation Centre (A824 Loeb, 788-5765) provides free and confidential mediation services to students, staff and faculty of the university. Mediations are carried out by professionally-trained volunteer, peer mediators. Solutions in mediation are not imposed, and mediators will not take sides, judge, nor make decisions. Instead, mediators use proven techniques to facilitate "win-win" problem solving between disputing parties. Solutions are jointly determined by the parties, based on the needs and priorities of each. Mediation can address disputes between co-workers, roommates, neighbours, classmates, or any situation which involves an ongoing relationship. Participation in mediation is voluntary, and mediations can be scheduled quite quickly. If mediation is not successful, participants are free to exercise other options to address the issues.

The Centre recruits and trains volunteers in the fall semester. Please contact us for more information. *(Submitted by Carleton Campus Mediation Centre.)*

Ombuds Services

An Ombudsperson attempts to cut through red tape on your behalf. If you have a problem with a particular department or outside agency and are in need of direction, Ombuds Services may be a good place to start.

This office deals with problems within the University, such as grade appeals, fees, graduation, discipline cases, instructional offences etc., and external matters such as landlord and tenant disputes, and immigration problems.

The staff can provide an objective and independent review of the facts and, if need be, act as a third-party representative on your behalf. Often students or staff are not sure of how to get certain information and this office can act as a referral service.

Feel free to contact the Ombudsperson, Jim Kennelly or leave a message with Elizabeth Rottle, the secretary in 511 Unicentre, 788-6617. If you call during the day, an evening appointment can be arranged.

Incidentally, the Ombudsperson is the editor of this book.

OPIRG

The Ontario Public Interest Research Group (326 Unicentre, 788-2757) is an independent, non-profit organization devoted to achieving social change through research and popular

education programs. OPIRG's past achievements include a number of consumer and environmental advocate publications (eg. *Ottawa-Carleton Tenants Guide*), a series of stimulating speakers (Helen Caldicott, David Suzuki, Dr. Harlan Lane, and Naomi Wolf to name but a few) and the creation of a resource centre full of materials with alternative views on current issues. Students can also get involved with OPIRG through a variety of active working groups or the radio show "Crasscurrents" broadcast bi-weekly on CKCU. Volunteers are always welcome.

OPIRG is funded through a student fee paid at registration. This pays for speakers' fees, resource materials, office supplies and salary for two full-time coordinators. OPIRG has been supported by Carleton students since 1981, and in 1991 a strong majority of students voted for a fee increase to enable OPIRG to improve our service to students and to actively work on environmental and human rights issues both on campus and in the community.

You can find the OPIRG office down the staircase next to the Unicentre Store. Stop by and get involved. Say no to apathy. *(Submitted by OPIRG.)*

Orientation

Counselling and Student Life Services (501 Unicentre, 788-6600) offers many programs designed to ease the new student's transition to university life. Through the *Transitions* program, new students are placed in small groups and led by upper year volunteers who understand student concerns. The goal of the program is to assist new students in achieving a balance between social and academic life.

The first few weeks of university life can be hectic and bewildering. If you have questions, concerns or would like information on orientation activities throughout the year, call Beth Page, Campus Life Coordinator (788-6600).

Parking

An extremely limited number of parking permits are available and must be reserved by Tauchtane. Information can be found on page 18 of the *Registration Instructions and Class Schedule*. Prices (subject to GST and PST) vary from \$234.00 to \$422.00 per year for full-time students according to location and if electrical outlets are provided. Part-time student prices vary from approximately \$131.00 to \$256.00. A motorcycle pass is \$55.00.

If you do not have a permit and require parking space there are pay facilities. Avoid parking illegally. University Safety is particularly efficient at ticketing – either City of Ottawa tickets or those issued by the University (for vehicles with a valid permit). Your car may also be towed away at your expense.

A ticket can be appealed if you feel that it has been wrongly issued. For Carleton tickets, appeal forms are available in the Parking Office, to be submitted within 10 days. If you are not satisfied with the decision there is recourse to an appeal committee. For a City of Ottawa ticket, you must either pay it by the date indicated or appear in court to fight it.

Outstanding University traffic fines are applied to your account. Release of final grades is conditional on payment.

A pamphlet outlining Carleton's traffic regulations is issued with parking permits or can be picked up at 208 Administration, 788-3623. If you plan to park on campus, read the pamphlet – it'll save you money. *(Submitted by the Parking Section.)*

Peer Counselling Centre

The Peer Counselling Centre (316 Unicentre, 788-2755, or counselling line 788-3581) is a student information, counselling, and referral service. We can discuss, in a supportive and non-judgmental manner, concerns such as relationships, stress, birth control, pregnancy, abortion and motivation. Our service is completely confidential. No fee and no appointment is necessary.

The Centre also runs a Tutorial Service that matches tutors with interested students. The matching service is free to use, but tutoring rates are set between the tutor and the person being tutored. We have a large selection of pamphlets, periodicals, a library of relaxation tapes and reference materials available for student use. In the past, workshops, ranging from massage, procrastination to sexuality, have been offered. Non-prescription birth control is sold at cost price, as a service to students and free needle cleaning kits are also available.

We will be looking for volunteer counsellors early in September. No experience is necessary but mandatory training is provided.

The Peer Counselling Centre is sponsored by the Students' Association. *(Submitted by the Peer Counselling Centre.)*

Personal Safety

Carleton is as safe or safer than any other part of Ottawa, however, like other communities within Ottawa, it is not free of crime. Do not assume you are immune to crime just because you are on a university campus.

Carleton University employs full-time professional campus law enforcement officers to protect and serve students, faculty, and staff 24 hours a day. However, it is important that you continue to practice normal personal safety precautions that you might take elsewhere. Most students come to feel at home on the campus after the first few weeks, but remember someone may still steal your unattended belongings in the Library, or unlocked bicycle.

If you need further information or assistance on ways to protect yourself while on campus please call the Department of University Safety anytime at 788-3612, or in an emergency phone 788-4444.

We need your assistance to help preserve a safe campus environment. *(Submitted by the Department of University Safety.)*

Pets on Campus

With the exception of animals trained to assist persons with disabilities, pets are not allowed in buildings. Exceptions for a given building may be granted at the discretion of the Building Authority. Pets are not permitted to run loose on the university grounds. In particular, dogs brought on campus must be leashed and under control of their owners at all times.

Pharmacy

Located on the 4th level Unicentre next to the Store, this is a full service pharmacy designed to meet the needs of both the students and staff of Carleton. A qualified pharmacist is on the premises at all times. They accept all major drug insurance plans. Hours: Monday – Thursday 9:00 to 6:00 p.m., Friday 9:00 to 5:00 p.m., 788-4055. (Submitted by Unicentre Pharmacy.)

Photo Club

The Photo Club is a co-operative organization which provides facilities for members to develop and print their own photographs. As a member, you can participate in workshops, tours and meet people who share your interest in photography. The club facilities, located in 512 Unicentre, consist of film developing, printing, drying and finishing rooms. An equipment loan pool, operated by the Coordinator, is also available free to members. Membership periods are September-April and from May-August. For more information contact the Photo Club Coordinator at 788-6621 or Information Carleton. (Submitted by the Photo Club.)

Placement and Career Services

Carleton's focal point for career planning and job placement, Placement and Career Services is located at 508 Unicentre (788-6611). The office is open Monday to Friday, 9:00 a.m. to 5:00 p.m., from September 1 – April 30. Summer hours are 8:30 a.m. to 12:00 p.m., 1:00 p.m. to 4:30 p.m. Staff can answer questions on career planning, skill identification, job search strategies, resume preparation, interview techniques and salary negotiation. A Career Library includes company profiles, industry directories, salary scales for new graduates, occupational information and job search brochures.

Placement and Career Services coordinates an on-campus recruitment program for students in their graduating year. Every fall, some 100 local, national/multi-national companies and all levels of government conduct interviews at Carleton. A number of summer jobs are also available through on-campus recruiting. Details are publicized in the *Bulletin*, a fact sheet prepared bi-weekly during the academic year and pasted in the hallway, just outside the door to the office. A condensed version of the *Bulletin* appears bi-weekly in *The Charlton* and copies are circulated to most departments on campus.

Other services available include the referral of students to permanent, summer, part-time and casual job opportunities. Available positions are posted, so check the job boards on a regular basis. September and October are the prime months for part-time work. Summer jobs are posted throughout the fall semester, peaking in January and February.

Placement and Career Services also offers the Alumni Referral Service, referring Carleton alumni to job opportunities available immediately. Check with our office for more information.

- **Career Fair '93**, October 6 and 7 in Porter Hall and Baker Lounge, is designed to inform graduates and undergraduates about career possibilities in their fields of study. Employers and professional associations will discuss labour market trends, provide career information and recruit.

- **Summer Job Fair**, early in the Winter semester (late January/early February) will provide an excellent opportunity for students to research various positions available, speak with a large number of employers to discuss their requirements, ask questions or just get some ideas. (Submitted by Placement & Career Services.)

Post Office

The Post Office is located in the tunnels between the Tary Building and Paterson Hall. It is open on weekdays only, 10:00 a.m. to 3:00 p.m. Aside from offering standard postal services it is also the place to pick up income tax forms and passport applications.

Stamps are also sold in the Unicentre Pharmacy.

Residence Association

All students living in Residence at Carleton are members of the Rideau River Residence Association (pronounced "raw"). RRRA's aim is to serve Residence students by voicing their interests in the operation of the community, the improvement of the Residence environment and the overall quality of Residence life. RRRA provides social and educational activities to help students in Residence adapt to living on their own.

This year's executive consists of John Waads, President; Michael Carrall, Vice President; Derek Zeisman, General Manager and Mark Steciuk, Entertainment Programmer. Any questions concerning the operation of RRRA can be directed to any member of the Executive at the RRRA office on the 2nd level of the Commons Building. The office is open Monday to Friday 9:00 a.m. to 5:00 p.m. throughout the year. Phone 788-5641. (Submitted by RRRA.)

Rules and Regulations

Rules and regulations have two purposes. The first is to convey information and inform people about what they can or cannot do, or how to do something. The second is to ensure fairness or consistency in treatment. Therefore it is in everyone's interest to know the rules and regulations of the University.

- **Academic** The most important rule book is the *University Calendar* (Undergraduate and Graduate editions). In the *Calendar* are the rules governing admission, courses and marks needed for a degree, promotion, supplements and transfer.

You are expected to know the rules about your degree program and *ignorance of these rules is not accepted as an excuse*.

The rules can be very complex, particularly for students with unique programs or if a student has moved from one program to another. Mistakes are sometimes made in the interpretation of the rules and so there is an appeal system. Consult Registrarial Services (School of Continuing Education for Special Students) to find out how an appeal is undertaken. (See also: "Appeals and Petitions".)

When a condition arises because of circumstances beyond your control or where application of a particular rule does not make sense, you may petition the University for relief from the application of the rule. Again, consult Registrarial Services for help in how to make a petition.

- **Library** This is the most important resource available to students and it must be shared by all. So that everyone has an equal opportunity the rules of use are strict and enforced in that fashion. To use the Library you need to know its rules and regulations, understand how complaints are made and be aware of the system of fines.
- **Parking** Students who bring cars on campus are required to do so within a set of rules which form the conditions of a contract with the University. Failure to do so may lead to a municipal ticket for trespass which can only be dealt with in the courts. If you breach the conditions of a parking contract (permit) with the University and get a Carleton ticket, you can appeal it to the Parking Office.

Students in Residence have a contract with the University for room and board, just as those using the Athletics facilities have a contract with the University for their use. All of these contracts have conditions which both the University and the user must honour. Breach of these conditions by you can result in your losing the right to use such facilities.

Money spent on the repair of buildings, equipment, and furniture because of carelessness or vandalism deprives you of resources for your education. If you damage University property, you are expected to pay for the damage; if you vandalize property, you will be subject to criminal prosecution.

Carleton is essentially a small town with a very active population, but there is little attempt to set down many rules about behaviour. The good sense of the students is generally trusted, on the assumption that everyone will observe personal conduct which is safe for themselves and others. Students who threaten the safety of others or who are disruptive – and thus impede other students in their legitimate use of access to resources – may be suspended or prohibited from the use of the property.

As Carleton grows, the need for rules and regulations increase. But to avoid the added expense of hiring people to enforce these new rules and regulations – so that resources can be devoted to education – everyone on the campus must know and abide by them *voluntarily*.

If you have a problem with a University operation, visit Ombuds Services to find out what office should be approached to help solve the problem.

Safety Commissioner

The Students' Association has made a serious commitment to improving the personal safety of students on campus and ensuring that the administration maintains the necessary safety standards on campus. The Safety Commissioner's Office performs three safety audits of the campus annually, a rape awareness week, self defence seminars, date rape discussion groups, safer sex series activities and operates a safety hotline that allows you to call in your concerns and for Commissioner to address those concerns for you. The Safety Commissioner works closely with all the CUSA service centres and with the Status of Women office on campus. If you are concerned about safety on campus, have a safety issue that you would like addressed, or would like to get involved with safety issues on campus, please contact the Commissioner at 788-2895.

Sexual Harassment

• **Is sexual harassment an offense?** YES! Carleton University endeavours at all times to provide a working and learning environment that is supportive of scholarship and research and the fair treatment of all members of the community. The University considers sexual harassment in all its forms to be a serious offence affecting the university in general and it is subject to a range of disciplinary measures up to and including dismissal or expulsion.

• **Sexual harassment is:** unwanted attention of a sexually oriented nature made by a person who knows or ought reasonably to know that such attention is unwanted, and/or; implied or expressed promise of reward for complying with or submitting to a sexually oriented request or advance, and/or; implied or expressed threat of reprisal for not complying with or submitting to a sexually oriented request or advance.

Sexual harassment may include, but may not be limited to, behaviour such as: unwarranted touching; suggestive remarks or other verbal abuse in a sexual context; leering; compromising invitations; demands for sexual favours, and/or; sexual assault.

Sexual harassment may also be engaging in a course of sexual comment or conduct that is known or ought reasonably be known to be unwelcome. This form of sexual harassment may affect individuals or groups. It may be based on gender or sexual orientation. It may take the form of excluding an individual or a group from rights and/or privileges to which they are otherwise entitled.

• **Sexual harassment is not**, for example: a relationship of mutual consent; a hug between friends, and/or; mutual flirtation.

• **What can you do on your own?** If you feel physically threatened, call University Safety at 788-4444. Refuse to blame yourself; someone else's behaviour is not your responsibility or fault. Don't pretend it isn't happening. It most likely will not go away. Write down what is happening. Carefully document the dates, times, locations, witnesses and details of all incidents. Tell the person as clearly, firmly and directly as you can that his or her behaviour is offensive and that you want it to stop immediately. This communication can be in person or through a letter. If saying 'no' does not stop the offensive behaviour, or if you cannot say 'no' because you fear the consequences (for your grades, references, a promotion, etc.) it is time to seek help.

• **More help if you need it** Carleton University's Sexual Harassment Policy was developed to provide you with several options for dealing with a sexual harassment complaint.

• **Advisors on Sexual Harassment** are available to provide confidential counselling and advice regarding what to do to resolve the situation. The Advisors will be able to help you determine an appropriate course of action. Such actions may include counselling, writing a letter to the harasser, seeking mediation, or lodging a formal complaint. Contact: Dr. Nancy Adomson, Advisor on Sexual Harassment, 446 St. Patrick's Building, 788-5622.

• **Mediation** provides third-party support in a process of personal communication between the two parties until a mutually-agreeable solution is found. If you wish to initiate

mediation, you will submit the complaint in writing to on Advisor and thereby indicate that the respondent should be notified. If the respondent agrees that mediation is the most appropriate course of action, the Advisor will assist you in finding a trained mediator(s). Parties to the mediation can be accompanied by a friend or colleague.

- **Formal allegations** of sexual harassment by a student or an employee must be made in writing and will be passed on to the appropriate Dean, Vice-President or Librarian. The senior officer who has received the complaint will refer the matter to an Advisor, or launch an investigation. In the latter case, a three-person investigative committee will review the situation and prepare a report for the senior officer. Once the report has been received, the senior officer will meet separately with both parties in the complaint and will recommend: dismissal of the allegations; acceptance of the allegations and a proposed remedy in conjunction with the appropriate collective agreements or other agreements between the University and any party covered by this policy; or may refer the matter to the President. Appeal procedures are available for both parties. *(Submitted by Status of Women Office.)*

Smoking Policy

Smoking is banned in all academic and administrative buildings on campus. Smoking will be allowed only in specified areas of residences and in the following areas: Unicentre – Faculty Club, Mike’s Place, Oliver’s, Peppermill, Rooster’s; Commons – Bree’s Inn, Oasis. The sale of tobacco products will be restricted to those areas where smoking is permitted.

Status of Women Office

The University established the position of Status of Women Coordinator to facilitate structural changes to address status of women issues. Despite the advancements made in recent years, there are still special challenges, both old and new, facing women in university.

Co-ordinator Nancy Adomson identifies priority issues of various groups of women on campus and lobbies for changes that will improve their status. Some of these are daycare, sexual harassment, personal and campus safety, date rape and sexual assault, racism, inaccessibility, sexism, employment and educational equity, and chilly climate. The Co-ordinator also meets with individual students, staff and faculty to resolve specific problems.

The Office’s Human Rights Educator also facilitates workshops on sexual harassment, sexism in general or other human rights issues.

Located in 446 St. Patrick’s Building, the Office is usually open from 9:00 a.m. to 5:00 p.m., but the Co-ordinator is also available for evening appointments. Call 788-5622 or write with any concerns or problems you have. *(Submitted by Status of Women Office.)*

Student Academic Action Bureau

SAAB was organized to provide students with an informal information service. The Coordinator is available throughout the week to assist students in deciding the most appropriate

people or offices to approach in academic matters. The service does not replace Academic Advisors or advice from the Registrarial Services office but it is an easier method of determining who to see or where to go for additional information.

The SAAB office is in 460 Unicentre, 788-2600 ext. 1266 or contact the Director of Academics at 788-6688. *(Submitted by SAAB.)*

Student Representation

The university is, if nothing else, relatively democratic. In practice this means that most decisions are made by, or based on advice from a committee. The majority of these committees, if they concern students directly, allow for some form of student representation. Many of the academic decisions (for example starting a new course or developing a new program) begin at the departmental level and work their way up, through the Faculty, to the Senate. Other decisions, which involve the whole university, may begin with a committee of the Senate (for example a decision on student appeal procedures or new library regulations). Still others may be made by committees of the Board of Governors or different sorts of joint committees.

If this sounds slow and cumbersome, that is because often it is so. On the other hand, the system allows a wide range of views to be expressed. To make it all work, the involvement of students is crucial.

To find out more about the university structure and how to get involved, contact the Students’ Association (788-6688), the Residence Association (788-5641) if you live in Residence, or the Graduate Students’ Association (788-6616) if you are enrolled in Graduate Studies.

- **New University Government** NUG is the structure through which students at Corleton can directly influence the quality of education we all receive. The Reps have a direct responsibility to their constituents. These students can be your voice to administration and faculty at Corleton. They provide an accessible channel so it is advisable to approach them with ideas, suggestions, queries or complaints. In addition to addressing their constituents concerns directly, these Reps are full voting members of department meetings and have a position on the faculty boards.

Contact the Chair, Gory Anondosongoree or Deputy Chair Senthooon Sridos if you are interested. NUG operates from the SAAB office in 460 Unicentre. You can contact your NUG Rep by leaving a message at the office or calling 788-2600 ext. 1266.

Students’ Association

An Important Note: As well as financing half of *Survival*, CUSA also publishes a *Student Handbook* covering social and political interests. Copies can be found at Information Corleton (4th level Unicentre) or the Students’ Association office (401 Unicentre).

Corleton University Students’ Association (CUSA) is a student-run organization of which all Corleton students are members. The Students’ Council is made up of 34 people including a President, Finance Commissioner, a Residence Association rep, Graduate Student rep and 30 student Faculty

representatives. Students can run and vote for these positions during the annual elections in February. There may also be some vacant seats to fill in the fall by-elections. Everyone is welcome to attend the monthly council meetings. The time and place of the meetings are posted outside the CUSA office.

The office is open on weekdays from 8:30 a.m. to 4:30 p.m. Drop by if you need information, require a service, are interested in lending a hand or simply looking around. Contact Rob Jamieson at 788-6688.

- **Services** CUSA funds, or partially funds, a wide variety of services on campus for students including: CKCU-FM (radio station), Women's Centre, Peer Support Centre, Carleton Association of Mature and Part-time Students, International Students' Association, Ombuds Services, various publications and an assortment of clubs and societies on campus. Miscellaneous business services are available through the finance office, Administrative Director and Special Projects Officer as well as a typing referral and photocopy/binding service.

CUSA also operates the Unicentre Store, Gomes Room, Oliver's Pub, Raaster's Coffee House, Community Centre and a number of lounges.

- **Programming** Besides entertainment in Raaster's, Oliver's and Parter Hall, CUSA organizes special events each year such as Orientation Week in September, Pondafest in October and Winter Carnival Week in January.

- **Student Representation** The Students' Association is concerned with the role of students in the University administration. CUSA has successfully placed student representatives on the University Senate, the Board of Governors (BOG) and on University committees dealing with student aid, academic courses and programs, athletic facilities and many other areas of concern. Some parts of the university are constantly in flux, and it is crucial for students to express their interests. If you are interested in becoming involved in university decision-making, drop by the CUSA office.

CUSA also makes students' voices heard at all levels of government. The Association has been involved in municipal issues such as housing and transportation, while at the provincial and federal levels CUSA works in areas such as accessibility to education, university under-funding, in addition to research and development. CUSA maintains an ongoing membership with the Canadian Federation of Students (CFS) which acts as a powerful lobbying voice for students nationally.

Any students' association is only as effective as its students are active in university life. CUSA invites you to become a part of what is happening this year.

This year's CUSA executive includes Lucy Watson, President; René Faucher, Finance Commissioner; Gary Anandasongoree, Director of Academics; Theresa Cawan, Director of Services; Kristine Haselsteiner, VP External; Robert Jamieson, VP Internal.

Women's Centre

The Women's Centre (308 Unicentre, 788-2712) is an exciting and dynamic place on campus where women can gather to meet new friends, talk, exchange ideas about the world and

how it could be, organize around common issues, and gain support from each other. It operates by one paid staff member and a group of volunteers who work as a collective (non-hierarchical, decisions based on consensus). Working as a collective provides an environment which allows women to freely express their opinions and work through problems in a constructive manner.

Each year the collective decides what events it will host and organize. This year it will be holding Eating Disorder Week in October, Hate Hurts Week in September, December 6th memorial events, International Women's Week events in March, Women's Self-Defense courses, a Women's Fair where local women's groups came and talk to students about the work they do, and a Brown Bag Lunch Series every two weeks around women's health and other issues. In addition to these special events, the Women's Centre also brings in a number of speakers and hosts workshops around such issues as pornography, feminism, campus safety, activism, date rape, men and feminism, etc.

The Resource Centre is open to all students and contains a good collection of literature around women's issues. These include books, magazines, periodicals, journals, and government documents.

If you are interested in helping out we have volunteer training on the third weekends in September and January. *(Submitted by Women's Centre.)*

FINANCIAL Survival

Awards Office

The Awards Office (202 Administration Building, 788-3600) is the best place to go for information on the Ontario Student Assistance Program (OSAP), emergency loans, bursaries, scholarships and student aid in general. Hours are 10:30 a.m. to 4:30 p.m. (weekdays).

If you have detailed questions, make an appointment to see the Director of Student Awards, Carol Fleck or Linda Fielding, the Awards Officer. It is a good idea to visit the Awards Office early as it will take time to process applications. *(Submitted by the Awards Office.)*

Bank

A branch of the Bank of Nova Scotia (564-5363) on campus in the basement level of Peterson Hall is open weekdays 9:30 a.m. to 5:00 p.m. The manager is Mr. D. Bailey.

Long line-ups develop in September when new student accounts are opened and often there is a 10-day "hold" on deposited cheques and a two-week waiting period for a transfer of accounts. Bank cards now make it easy to use your account in your home bank.

"CoshStop" machines are located near Information Carleton (4th level Unicentre), the bank in Peterson Hall and in Residence Commons. (See also: "Credit Unions".)

Business Office

The Business Office (3rd level, Administration Building, 788-3626) is responsible for ID cards and, through Students Accounts Receivable, the collection of fee payments and fines. As well as collecting money, it hands some out: bursaries, scholarships and student aid cheques.

If you lose your ID card, the Business Office will issue a new one for \$12.00 but check Lost and Found (788-3614) and the Library (788-2734) first.

The Business Office also mails out income tax certificates for tuition fees and full-time school attendance (see "Income Tax") at the end of February, but only to students whose accounts are fully paid.

Replacement tax certificates for past years are supplied for a \$15.00 certificate charge and do require some processing time.

- **Policies** The Business Office charges a \$12.50 penalty for NSF cheques returned by your bank. The staff also lets the Faculty registrars' offices know if you are in debt to the University. If your account is delinquent, the University will seal your file. This means you will not receive marks or transcripts until the account is settled.

If you owe tuition fees, you may be deregistered. (See "Deregistration".) This does not mean that your debt disappears.

After deregistration, you will still owe the balance payable on your fee assessment.

On occasion, you may want to dispute a fine. If so, remember that the Business Office only administers billing for fines. You will probably have to go to the Library, Parking or wherever the fine originated to clear up the matter.

The University is not on agree. If you owe money (even tuition fees) which you cannot pay at once, visit the Business Office. Ask for Laura Lauzon who is handling Student Accounts. See if something can be worked out. Also visit the Awards Office and investigate the financial aid possibilities.

Finally, to contact you the Business Office needs to have your correct address. Make sure to update your phone number and address as soon as you plan to move. Change of address forms are available at your Faculty Office or Registrarial Services. Anyone graduating in January, or who will otherwise be at a new address in the second term, should contact the Business Office early (December) to leave a forwarding address. *(Submitted by the Business Office.)*

Credit Unions

A credit union is basically a co-operative form of banking. Users become shareholders and profits are ploughed back into the credit union, permitting lower rates for members who need a loan. Good financial advice and help in budgeting are side benefits. The Capital Community Credit Union is located at 275 Bank (235-4335). There are other credit unions around as well, including the Ottawa Women's Credit Union (233-7711). There are also several Caisse Populaires with branches in Ottawa, Vanier and Hull.

Employment Standards

- **Minimum Wage** As of summer 1993, the Ontario minimum wage for students over 18 years of age working in general industry is \$6.35 per hour (\$6.70 effective 01/01/94).

The minimum wage for students under 18 years of age is \$5.90 per hour (\$6.25 effective 01/01/94).

The minimum wage for students serving liquor to a customer in an establishment which has been issued a licence or permit under the Liquor Licence Act is \$5.50 per hour (\$5.80 effective 01/01/94).

- **Equal Pay** Ontario law states that men and women must receive equal pay for equal work.

- **Overtime Pay** Students working in excess of 44 hours per week must be paid 1.5 times their regular rate. There are many exemptions in the Act.

- **Statutory Holidays** Students, in general, do not qualify to receive the following holidays with pay: New Year's Day,

Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day and Christmas Day, and Boxing Day.

To qualify, students must be employed by the same employer for three calendar months immediately preceding the holiday, work at least twelve days of the four weeks prior to the holiday and work on the regular work day before and after the holiday.

If a student does qualify, s/he must be paid 1.5 times his/her regular rate plus a day's regular wages.

- **Vacation Pay** All employees, regardless of period of employment, are entitled to vacation pay equal to four per cent of gross earnings. Upon termination of employment, outstanding vacation pay must be given.

- **Termination Notice** Students are entitled to written notice of termination of employment if they have been employed for three months or more. If notice is not given, pay in lieu of notice is required.

Notice of termination is not required if the employee is dismissed for just cause, was hired for a specific term or task or is working in construction.

- **On-the-Job-Safety** If a student feels that the place s/he is working in is unsafe, he or she should contact the nearest office of the Ministry of Labour (228-8050).

Ontario law protects employees, who seek enforcement of safety laws, from employer discipline.

- **Ontario Human Rights Code** A student, when applying for a job, cannot be discriminated against due to race, creed, colour, sex, marital status, nationality, ancestry or place of origin.

- **Workers' Compensation** provides compensation, medical aid benefits, rehabilitation services, and pensions for employees who have been disabled by a work-related injury. Students can find out whether a potential employer is covered by this Act by writing or phoning the Workers' Compensation Board, 2 Bloor Street East, Toronto M4W 3C3, (416) 927-9555.

- **Canada Pension Plan** All students over 18 years of age must make contributions towards the Canada Pension Plan. If excess contributions are made, they may be refunded with income tax payments.

If you need more employment standards information call 228-1299.

Expenses and Budgeting

It costs money to attend university. Try to ensure that you have enough before you enrol. The following breakdown of estimated costs gives you a rough idea of how much "study money" you will need.

- Tuition and miscellaneous fees range from \$2,414 to over \$10,000 depending on your program and status. (See the *Calendar* p. 46 for details.)
- Books and equipment will cost a minimum of \$710, depending on your program. Engineering students should budget \$1060; Architecture students at least \$1,820.
- Rent and board, if you live off-campus for eight months, may cost \$4,800. A private apartment would cost more; shared accommodation in a co-op and careful food shopping may cost less.

- Local transportation costs will depend on the distance you travel to Carleton each day. A basic bus pass costs approximately \$41 a month or \$328 over the school year. (See "Bus Transit".)

- Recreation and entertainment costs depend entirely on the individual; budget at least \$800.

- Laundry and clothing should cost at least \$500.

- Return trips home depending on where home is and how often you visit.

- Miscellaneous expenditures, such as stamps, stationery, toiletries, medical supplies and bought lunches will total at least \$800.

In general, the budget for an Arts or Science student living on campus can be \$10,000 or more for the school year. To meet these costs, you may need help. In addition to careful budgeting, savings from summer and part-time jobs and help from your parents or spouse, you can apply for student aid through the Awards Office.

Finally, the Awards Office offers budget counselling in the fall. Especially if you will be away from home for the first time, these informal sessions may help prevent the "empty packet" syndrome next March. For details call 788-3600. (*Submitted by the Awards Office.*)

Fee Refunds

Under "Consumer Information" you may have noticed that a seller is never under an obligation to offer a refund unless the goods are faulty or there is misrepresentation involved. This is true if you purchase a service (such as an instructional program) as well as if you purchase a product.

Carleton's policy on refunds is more generous than the minimal requirements of the law. If you want to withdraw from your program, you may be eligible for a refund. Remember that Carleton uses a pro-rated system. Withdrawing at Christmas does not mean you get half of your fees refunded. To avoid unpleasant surprises, it makes sense to read the relevant sections of the *Calendar* (especially pp. 47-50) and the *Registration Instructions and Class Schedule* booklet (pp. 19-21). The Business Office is the only reliable source for information about the refund system. If you are planning to withdraw don't delay. Every day costs you money. The person to speak to is Laura Lauzan at 788-3626.

Financial Aid

- **Aid from Carleton** The University provides some funds for students who need financial assistance. If you need assistance, contact the Awards Office (202 Administration Building). Be prepared to present a budget estimating your expenses and sources of funds, including such things as savings, family support, and government loans or grants. (See also: "Scholarships".)

- Bursaries ranging from \$50 to \$500 are available for students in good academic standing who, after applying for government grants and loans, still require financial assistance. These bursaries are awarded after registration, and do not have to be paid back.

- Emergency Loans may be available after you have registered if you run into unexpected expenses or if your student loan is delayed, until your other funds arrive.
- Budget Counselling is the first step in sensible financial management. To help you stretch your dollars through to next May, the Awards Office has a budget counselling service. For an appointment, call 788-3600.
- **Ontario Student Assistance Program (OSAP)** This program, funded by the federal and Ontario governments, is intended to promote equality of opportunity for post-secondary studies through direct financial assistance for educational costs and living expenses. This assistance, in both loans and grants, is intended to supplement your financial resources and those of your family.

The amount of assistance you receive depends on your calculated financial need. The Ontario Ministry of Colleges and Universities determines that amount with the following formula: Allowable Educational Expenses minus Expected Financial Contribution equals Calculated Financial Need.

Allowable educational expenses include such things as tuition fees, books and equipment, personal and living expenses, local transportation expenses, and transportation expenses for returning home.

The calculation of the expected financial contribution depends on such things as the resources of the student's parents or spouse, summer earnings, earnings during the school year, academic awards, income from government agencies, and investment income.

You can appeal the assessment of your financial need in cases, for example, where your family is unable to contribute the amount calculated under the program's criteria. If you are considering an appeal, you should contact the Awards Office.

To help students budget for the year, the Awards Office assesses every OSAP application before it is sent to the Ministry of Colleges and Universities, to give applicants an estimate of the amount of assistance they can expect to receive.

Who should apply to OSAP? If you are an Ontario resident considering post-secondary education at an Ontario university or college, either as a full-time or part-time student, you should apply to the program. Applications are available from high school guidance offices, the Awards Office, and the Ministry of Colleges and Universities, usually by April or May. If you have any questions about your application, please feel free to contact the Awards Office.

- **Other Provincial Assistance Programs** If you don't live in Ontario, you may be eligible for loans and bursaries through your home province or territory. Home province is usually defined as the province from which your parents currently reside, or if you are an independent applicant, the province in which you have most recently lived and worked for 12 consecutive months, outside of full-time attendance at a post-secondary institution. Applications are available in your home province.

Residents of Quebec who are considering full-time post-secondary education in Ontario may be eligible for loans and bursaries from the Quebec Ministry of Education's Student Loans and Bursaries Service in Quebec City. The application

deadline is June 30, but you should apply early. Funds are available from the Ministry and Carleton's Awards Office. With your application you'll receive a booklet describing in detail the regulations of the program and of how loans and bursary amounts are calculated. If your circumstances change during the academic year, you can appeal your original assessment. For more information, contact the Awards Office.

- **International Students** Students from other countries, on student visas, are not eligible for any government aid. (You must have Permanent Resident status and meet residency requirements.) You must have enough money before being issued the visa in your home country. However, if you run into unexpected expenses at Carleton, you may be eligible for modest amounts of aid from the bursary funds. Graduate Studies may be able to help you if you are a graduate student.

- **Part-time Students** Most provincial student aid programs are open only to full-time students (registered in three or more courses). If you are an Ontario resident, however, you may be eligible for some parts of OSAP aid. For information and application forms, contact the Awards Office. Have a personal interview if you can. *(Submitted by the Awards Office.)*

Income Tax

Income Tax returns, tables and guides are available at any past office, including the one on campus. For detailed information, special forms (e.g. *T1-M Moving Expenses*), and explanatory pamphlets (such as *Income Tax and the Student*), phone or visit the Ottawa District Tax Office, 360 Lisgar, 598-2275. For information about Quebec provincial taxes, call or visit the provincial revenue people (170 Hôtel de Ville, Hull, 770-1768).

It may be to your benefit to file even if you have no taxable income, since you may be eligible for Federal and Ontario tax credits – "real money" returned to you, rather than deductions from taxable income.

By the end of February, Carleton will have mailed your tuition and education deduction forms as well as income statements such as T4As (bursaries) and T4s (earnings including assistantships). If you do not receive yours in early March, call the Business Office (788-3626).

Jobs On Campus

The most helpful source is probably Placement and Career Services (508 Unicentre). The Students' Association (401 Unicentre, 788-6688) hires students as pub staff, cashiers, operating personnel, and so on. The first issue of *The Charlatan* will list most vacancies.

Various university operations also hire students for part-time work during the school year. In particular, try Information Carleton (788-7400), Capital Funds (788-5643), Marriott Corporation (788-5618), Student Liaison (788-3663), the Athletic Centre (788-4480), the Library (788-2734), Instructional Media Services (788-3812), and your own academic department (just in case there is money around). Check Carleton's Personnel Office (788-3634) in August as well.

Registration itself is also a source of short-term university jobs. (See "Registrarial Services", for phone numbers.)

Finally, if you have never had a career-oriented job and you have some spare time, you might try volunteer work around campus. Check out *The Charlton* (788-6680) or CKCU-FM (788-2898), if you are interested in the media or public relations. If you are a Psychology major with an interest in counselling, for example, you might want to volunteer at the Peer Counselling Centre (788-3581) or at one of the various social agencies in the city such as the Children's Aid and the Youth Services Bureau. Working for the Students' Association (788-6688) can also provide useful experience. For off-campus opportunities, call the Central Volunteer Bureau, 789-4876.

Although unpaid work is not always highly valued in our society, it may be of some help in getting a "real" job later on. Meanwhile, what you can learn about responsibility, organization and personal relations can always be put to use.

Scholarships

Carleton awards scholarships to entrance and in-course full-time and part-time undergraduate students who have demonstrated a high potential for university studies. The intention of the scholarship policy is to recognize, attract and provide incentives for excellence. The total value of the scholarship or scholarships awarded is determined by the student's most recent academic standing.

• Entrance Scholarships

Four Chancellor's Scholarships are awarded, each with a total possible value of \$20,000 over four years, (\$5,000 a year). The scholarship may be continued each year of full-time enrollment, provided the student maintains an "A-" standing. These scholarships require an application be submitted to the Awards Office by May 14. Priority will be given to academic performance (over 90%), but the committee will also consider the applicant's other interests and activities during secondary school. Recipients are precluded from receiving a Faculty Scholarship.

Students may be offered the following scholarships (an application is not required) provided that a complete application for admission has been received by the Office of Admissions directly or through the Ontario Universities Application Centre by June 15. These scholarships may be continued for three years of full-time enrollment, provided the student maintains an "A-" standing.

- Four Faculty Scholarships with a total possible value of \$12,000 over four years (\$3,000 a year) offered to the top student entering Arts, Engineering, Science and Social Sciences.
- Fifty scholarships with a total possible value of \$8,000 over four years (\$2,000 a year) are awarded to students with averages of 95% - 100%.
- Four hundred scholarships with a total possible value of \$6,000 over four years (\$1,500 a year) are awarded to students with averages of 89% - 94.9%.
- Five hundred scholarships with a total possible value of \$4,000 over four years (\$1,000 a year) are awarded to students with averages of 85% - 88.9%.

- Fifteen awards valued at \$500 for the entrance year only, to be given to the top students entering Carleton from high schools in the Regional Municipality of Ottawa-Carleton. This award will be in addition to any other the student may receive from Carleton.

• **Residence** The University will attempt to offer a guarantee of residence space to all students who present averages of 75% or better for admission to the University.

• **In-course Scholarships** All students with an "A-" standing who are not on one of the continuing entrance scholarships are automatically considered for a \$1,000 or \$750 in-course scholarship for the following year.

In addition to these general in-course scholarships, students may also be awarded specific in-course scholarships for their program, valued at up to \$2,500. For more information on the in-course scholarships available in your program, contact the Awards Office. (*Submitted by Awards Office.*)

Tuition Fees

The exact amount of your fees will vary by faculty (or school) and the number of courses in which you are enrolled. Read this year's *Calendar* very carefully. You will find that the policies and procedures regarding fees may become important if you change status (e.g., full-time to part-time), or program, if you withdraw totally, or if you have trouble meeting the final payment dates.

You should be aware of the tuition implications of any change you make in a semester. For example, going from four credits to three and later back to four may cost you a great deal of money depending on the time in the academic year. Withdrawing at Christmas does not mean that you get half of your fees as a refund. The system is pro-rated each day of classes. *Every day affects your refund or fees charged* (see "Fee Refunds").

Direct questions to the Business Office (3rd level Administration Building, 788-3626). The staff are the experts on fees and their advice, as a result, is the most reliable on refunds, payment plans and tuition. If you have a problem ask to speak to Laura Lauzan. (*Submitted by the Business Office.*)

Unemployment Insurance

The Unemployment Insurance Act is extremely complex. It can make collecting UIC almost as frustrating as being out of work.

Do not hesitate to apply, however. If you delay, you may begin to lose weeks of eligibility. As it is an insurance program, you have the right to collect from the fund because you have been paying the premiums.

There are all kinds of rules and regulations that play a part in deciding if you qualify (not to mention maternity or sickness benefits). Check with the UI office at 992-1300.

HOUSING

Survival

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Apartment Hunting

For the legal side of your responsibilities and obligations, see "Landlord and Tenant Relations". What follows are some hints on protecting yourself from potential problems.

Two popular means of finding accommodation are advice from friends or ads in *The Sun* and *The Citizen*. Listings at the Housing Office (261 Starmant House) and notice boards around Carleton and the University of Ottawa may also be helpful. If you use a rental agency, make sure you know exactly what services you will be getting for the money you pay. Walk or bicycle through the neighbourhood of your choice, you may stumble upon a "far rent" sign.

However you find your place, it is crucial to inspect the premises carefully before you make a decision. Here is a list of some things to watch out for when making up your mind.

- Find out who pays for utilities. If you will be paying for the fuel (especially in a large house you plan to share with other students), get an estimate of fuel costs. Do not simply take the landlord's word for this: if s/he does not pay for the fuel, s/he probably does not know or care about the cost. Find out, if possible, from previous tenants and from the fuel company. (Fuel prices vary, by the way, so phone around before you sign a fuel contract and negotiate for the lowest price.) The same goes for water bills.
- If you pay for heating, storm windows are essential. Look for actual windows; do not settle for a verbal promise. Remember to calculate a \$600 annual fuel bill or the cost of a monthly bus pass (if needed) into your monthly expenses.
- Find out if parking is included in the rent. If not, find out how much it costs, where it is and who is responsible for snow removal.
- Look for a control for adjusting the temperature. If it is not within your unit, or if it is lacking, you may find the Ottawa winter a little chilly.
- Check the water pressure, hot water and presence (or absence) of a shower.
- Inspect the refrigerator and stove. Be sure the freezer freezes and the burners and oven operate. Find out if the landlord is renting an "equipped unit" or if these are just abandoned relics of past tenants. If the landlord accepts responsibility for the appliances, get it in writing.
- Find out if there is enough storage space and, if you own any large cumbersome objects, measure the doors to see if your grandfather's roll-top desk, for example, will fit.
- Check for cockroaches, mice and other vermin and dirt and noise.
- Ask other tenants, if possible, about the willingness of the landlord to make repairs. A good landlord is a real benefit.

If your landlord agrees to make repairs, provide parking, pay for utilities, help you to paint the place or whatever, get it in writing on the lease. Do not accept a vague promise. Do not assume s/he will do what you want unasked. Write it down and have both parties sign. This can take the form of a lease, and "addendum" to a lease or a separate agreement. If your landlord resists written agreements, take along an acquaintance and make sure s/he heard what you heard. Most problems with verbal assurance lie in misunderstanding and in one's inability to prove what was said.

One brochure to read before apartment hunting is the *OPIRG Landlord and Tenant Guide*.

Housing Office

• **Off-Campus Housing** To assist those students who choose to live off-campus, Housing and Food Services maintains a free service where area residents are encouraged to list available rooms, apartments, shared accommodations and houses. The listings are posted outside of the Housing Office (261 Starmant, 788-5612) and are accessible 24 hours a day, seven days a week. The off-campus listings are also available at any terminal on campus by typing "HOUSING" when the command "enter class" appears.

Please note that the accommodation is not inspected prior to listing. It is the responsibility of the individual to view the accommodation and to make appropriate arrangements with the landlord.

A map of Ottawa is also posted. Staff are available to offer advice and information regarding meal plans, temporary accommodation, bus schedules, etc. during office hours.

• **Summer Housing** If you have never been to Carleton and want to get to know your future surroundings before the academic year, it may be possible to obtain overnight accommodation in Residence at reasonable rates during the summer. The best time to visit is between July 1 and August 15, and reservations are strongly recommended. Contact Housing and Food Services, Carleton University, Ottawa, Ontario, K1S 5B7 (788-5609).

• **Crash Pad** If you have not secured accommodation when you arrive in Ottawa before the start of classes, you may wish to take advantage of the hostel-like service available through the Residence Service Desk. You may stay on a nightly basis for a very nominal fee. For information call 788-5609. (Submitted by Housing and Food Services.)

Landlord and Tenant Relations

Some of your rights and obligations as a tenant arise from municipal by-laws, health and safety regulations and the

Human Rights Act. The bulk, however, is defined by provincial statute.

If you have a specific landlord and tenant problem, call or visit Ombuds Services (511 Unicity, 788-6617). Although the staff are not lawyers, their experience will help. The Ontario government also has an information line at 230-5114.

The following list of landlord obligations and restrictions, applies whether or not you have a lease. However, you must be a tenant. If you are not renting a self-contained unit with private bathroom and kitchen, you may not be covered by the protective legislation.

The landlord must:

- provide premises in a good state of repair, meeting municipal safety standards and health regulations;
- provide a heating system which maintains a day-time room temperature of 20 degrees C. and a night-time temperature of 17 degrees C.);
- repair ordinary "wear and tear" breakdowns;
- give 60-days notice to terminate a tenancy prior to the end of a lease and even if you do not have a lease (if he has reason);
- give 90-days written notice to raise rents and, in any case, may raise rents only once a year per unit and accept a decision from the Ministry if the amount of the increase is in dispute;
- provide a supply of vital services (heat, water, electricity) whether or not you are facing eviction;
- permit political party workers or candidates access to tenants.

The landlord may not:

- enter your apartment without giving 24-hours notice except in an emergency;
- lock you out of your unit;
- seize any of your belongings (e.g., to cover back rent);
- collect a security deposit to be held against possible damage (a deposit of the last month's rent is acceptable but 6 percent interest is due);
- unreasonably refuse you the right to sublet;
- deny accommodation on the basis of race, creed, sexual orientation, colour, religion or other grounds proscribed by the Human Rights Act (but your being a student is not covered);
- try to evict you because you are seeking to enforce your rights under the Landlord and Tenant Act.

Other points of common interest to students:

• **Roomers and boarders** living in a house occupied by the owner or owner's spouse, children or parents, and in a situation where kitchen or bathroom facilities are shared with these people, are not covered by the Landlord and Tenant Act. Those living in a rooming house with other roomers are covered by the Act. University residences are not explicitly covered by the Act.

• **Shared accommodation** can create some problems since, it may not be clear if there is no lease, who the "tenants" are. On the other hand, any special agreement you make with the lease-signer(s) or tenant(s) is probably binding. For example, you can agree to give each other 60-days notice of departure instead of the 30 days applicable to a roomer who pays by the month. You could also agree that no one can

leave for eight months or a year without finding a suitable replacement. Of course, one problem with such a verbal agreement might be proving it was ever made.

• **Agreements to lease** are binding contracts. Some landlords (especially realty companies) have forms which bind the tenant but not the landlord. Make sure you know what you are signing.

Leases, like other contracts, are never all-or-nothing propositions. Read your lease carefully. Treat objectionable items as negotiable. Any special arrangements (e.g. repairs to be done, provision of parking) should be put in writing and signed along with the lease. There is no single "standard" lease in Ontario. If you wonder about the fairness of yours, have someone with legal training look at the lease before you sign (e.g. U. of O. Student Legal Aid). It may be useful to keep (and have the landlord sign) a list of the condition of the unit and appliances.

• **Termination** of your tenancy is possible if you give 60-days written notice on a month-to-month tenancy (without a lease). Count the 60 days from the day rent is due. Since your landlord cannot "unreasonably refuse" you the right to sublet, you should be all right if you can find new people to take over for you in a period shorter than 60 days (there may be a sublet fee).

If you have a lease *which you do not want to renew*, 60-days notice is required before the end of the lease. The same period of notice is required from the landlord at the end of a tenancy. However, if you are unwilling to depart, you need not leave. The landlord must then proceed to court after sending you an official termination notice. There is a finite list of reasons which the court will accept, including undue damage (by you or your friends), non-payment of rent, consistent late payments of rent, disturbance of other tenants, over-crowding, carrying on an illegal business, or the wish of the landlord to use the unit her/himself (or for close relatives). Of course, you have the right to try to disprove the landlord's claim.

In the case of renovations or demolition, your landlord must offer 120-days notice (about four months). You, in turn, can terminate before the time is up by giving only 10-days notice to the landlord. (You should do so in writing and pay your rent up to that date.) You can hold out for a court hearing where the landlord must prove that s/he actually plans major renovations, conversion, etc.

• **Eviction** basically involves a termination before your tenancy period is over. If you refuse to leave, the landlord must serve you with an official notice (giving reasons) and take you before a county court judge in chambers. Again, you have the right to respond, to "counterclaim", to attend and be represented. Despite rumours to the contrary, a landlord may ask for a writ of possession (eviction order) even in the dead of winter. However, his/her reasons must be acceptable. If you have a lease, the reasons may include the breaking of one of its terms but the decision is up to the court. Usually, a fairly major breach of the agreement must be involved.

• **Subletting** should not be confused with termination of a lease. Unless your landlord agrees voluntarily to sign a new lease with the subtenants (making them tenants, in fact),

subletting leaves you as a middle person responsible for every obligation under the original lease. Your landlord may refuse to sign a new lease with new people. However, s/he cannot “unreasonably refuse” you the right to sublet.

If you find yourself with subtenants, make sure to get a written agreement from them. Check their references thoroughly and, if possible, get their first and last months’ rent as a deposit. You can choose to sublet for a given period (i.e. if you want to return to the unit in September) or to “assign” the lease until its termination. Change the hydro, phone and other bills so that they won’t be in your name while you are away.

- **Enforcing your rights** as a tenant can be difficult. If you have a specific problem, discuss it with an expert. If you suspect you are headed for court, visit U. of O. Student Legal Aid. The law students can represent all low-income people (most students qualify) in court over a landlord-tenant dispute. (See “Legal Assistance”).

Legal action, of course, is a last step even with free representation. First check out all the facts, then talk it over with your landlord. Tactful persuasion is always the best way to reach an agreement. (If it succeeds, it is fast, free and least unpleasant.) If the dispute persists, put your claim in writing and send the letter by registered mail. Give your landlord a set period (e.g. two weeks) to respond.

If repairs are a problem, call City Hall (Property Standard Branch, 564-1717), the Health Inspector (722-2200), and/or the Fire Prevention Bureau (564-1671). They will certainly inspect the premises. They may be slow to act, unless the problem is very severe, such as no water supply or no heat in January, but eventually the landlord will be forced to comply if repairs fall under their jurisdiction.

While legal action may be a last step, do not avoid it especially where the remedy you seek is, for example, termination of a lease or an injunction against the landlord for major repairs. It can often be quick and efficient. Do get advice and representation however, especially since for most students. It is available free of charge.

- **Self-help remedies** like withholding rent or moving out, can be risky. In the latter case, you might find yourself owing a good deal of money. Despite an obligation to make an honest effort to rent the unit to someone else, the landlord is basically entitled to his or her end of your bargain. S/he will probably try to sue you in Small Claims Court for lost rent (while the unit was vacant). Again, get advice to protect yourself as much as you can.

Neighbourliness

- **Noise** The City of Ottawa recently passed a new by-law which, in summary, prohibits: radios, stereos and amplifiers that disturb the “peace and comfort” of any neighbor in his residence at night; radios, stereos and amplifiers where sound can be measured at 45 decibels – about normal conversation levels – inside a neighbour’s residence, or at 55 decibels outside a neighbour’s residence during the day; noisy construction and car repairs weekdays before 7:00 a.m. and after 9:00 p.m., Saturdays before 9:00 a.m. and after 8:00 p.m., Sundays and statutory holidays before noon and after

8:00 p.m. Direct complaints or questions to City of Ottawa By-laws to 564-1393.

- **Party Protocol** Residents hosting a party should, as a courtesy to neighbours: ensure no laws are broken (Liquor Licence Act, Noise By-law, Property Standards By-law, etc.); not let the size of the group get out-of-hand – as the host you are responsible for your guests’ conduct; notify your neighbours a few days before – they will appreciate knowing this; keep doors and windows closed to reduce the noise; keep guests from wandering through your neighbour’s property; prevent intoxicated guests from leaving the party unattended – you have a legal responsibility for their well-being. Enjoy yourselves, but remember, consideration of others and their property will always be appreciated. *(Submitted by Carleton Campus Mediation Centre.)*

Rent Review

Rent Review Services, a provincial government agency, is located at 10 Rideau, 3rd floor, 230-5114.

You’re entitled to 90-days notice in writing of a rent increase. You may appeal any increase above 4.9 percent in 1993. Your landlord may only increase the rent once in each calendar year no matter how many tenants have moved in or out.

Do not hesitate to exercise your rights as a tenant. Do seek advice first (see “Legal Assistance”). For more detailed information, call the Ontario Housing Ministry (230-5114), the Federation of Ottawa-Carleton Tenants Associations (594-5429) or Ombuds Services (788-6617).

Residence

The on-campus housing program provides accommodation for 1,663 full-time students. It is intended to provide a living opportunity for students which encourages scholarship and which provides an environment suitable to the pursuit of academic excellence. Residence also offers the opportunity for personal growth, developed through friendships with people of varying cultural and social backgrounds and learning to live together in harmony.

The residence cafeteria dining service provides lunch and dinner each day of the week and is compulsory for all residents.

For more information call or visit the Housing Office (261 Stormont, 788-5612) where you can also inquire about short or long-term summer accommodations. *(Submitted by Housing and Food Services.)*

Telephones

When it comes to getting a phone for your apartment it is no longer Bell Canada’s policy to demand deposits and/or advance payment from those on low incomes such as students. They will ask for a deposit if your long distance charges seem to be getting too high and there is no payment received.

ATTENTION ALL DRIVERS

No Parking in Fire Routes

The City of Ottawa has recently designated a number of campus roads as fire routes. There is a \$75 fine for parking in these routes. City of Ottawa tickets will be issued by Parking Enforcement Officers in the Department of University Safety, under their authority as By-Law Enforcement Officers for the City.

These fire routes are all clearly marked. Any questions may be directed to the Department of University Safety at 788-2600 ext. 3614.

Parking for the Disabled

Parking spaces for the disabled are clearly signed throughout campus. These areas are restricted to vehicles displaying appropriate permits only. The Province of Ontario statute prohibits unauthorized parking in these spaces. Offenders will receive a \$75 fine and vehicles may be towed at the owners expense.

City of Ottawa tickets for the above offences cannot be cancelled by the Parking Office.

Parking Tips

Parking facilities are used at your own risk. On either entering or exiting from any gate-controlled parking lot, should the gate be in the "up" position, approach with caution as the gate may come down on your vehicle without warning.

The absence of signs does not authorize parking. Parking is prohibited all campus roadways and fire routes.

Individual Responsibility

A parking permit will be issued when an individual presents:

- a) a valid operator's permit;
- b) proof of motor vehicle registration (Licence); and valid student card or staff card.

The person to whom a permit is issued will be held responsible for traffic and parking violations regardless of the actual driver or owner of the car.

When cars are sold, traded or otherwise disposed of, the parking permits must be removed.

Refunds or exchanges will not be provided unless the permit is removed from the windshield and returned to the Parking Office.

Display of permit

To be valid, vehicle permits must be permanently affixed to the lower left hand (driver's) corner of the front windshield. Motorized cycles must display the permit in such a manner that it is easily noticeable from the front of the motorcycle.

Complaints! Questions??

If you have any questions or complaints, please don't hold up traffic by arguing with the parking attendants. They don't make the rules. Call the Parking Office at 788-3623.

LEGAL Survival

Arrest and Bail

Under the Canadian Constitution, anyone held or arrested must be told of the reasons, informed of the right to contact a lawyer and has the right to have the court decide whether detention is legal or appropriate.

It makes sense to be polite and reasonably co-operative with the police. Common sense (as well as some recent case law) suggests we have an obligation to identify ourselves by name and address. The police have a strict responsibility to identify themselves by name (if requested) and to carry their badges on patrol.

If you have witnessed or been involved in a crime, your statement will be needed. On the other hand, it is your right to postpone making any statement at least until you have legal advice. When charged with an offence an individual must have a reasonable opportunity to contact a lawyer. If your phone and the line is busy, that is not the end of it. By law you should have the opportunity to make contact and should have some degree of privacy while making that call. Obviously you will not be allowed to use the pay phone down the street from the police station but, on the other hand, the police officer need not stand next to you as you dial.

A police officer cannot detain you without reasonable and lawful grounds. A reasonable suspicion that you may be in possession of illicit drugs or weapons constitutes such grounds.

If you are arrested, you should contact a lawyer as soon as possible even if your offence is not very serious or you have no previous record. (Under the Bail Reform Act, most people who are charged with an offence can be released immediately.) In general, be pleasant but do not make a statement or admission until you have some legal help. Do not make a deal or sign a statement to save time or trouble. Let your lawyer advise you. (See also: "Legal Assistance".)

Collection Agencies

Do not let yourself be intimidated by a collection agency. Ontario agencies are licensed and governed by legislation such as the Collection Agencies Act.

A collection agency has the right to contact you within reason by mail or phone. If you ask the agency to leave you alone or take you to court, it is under a legal obligation to do so. Phone calls, visits or letters after this point, calls in the middle of the night, calls to your employer, or any other unreasonable activity should be reported at once to the provincial Ministry of Consumer and Commercial Relations (787-4048). An investigator will act on your complaint.

If you agree that you do owe the money, you may, of course, pay the agency. You are always entitled to negotiate the rate of repayment. Do so. Some agencies buy debts far or

set amount; others get a percentage of what they collect. In either case litigation is an added expense in time and money. Make an offer of what you can honestly repay. If it is not accepted, put it in writing. If the debt is from a Conodo Student Loan (the loan portion of many provincial student aid programs) and the agency will not cooperate, call the Conodo Student Loan people (994-1844) and your Member of Parliament.

If you are deeply in debt and want to dig yourself out, contact the Credit Counselling Service (1335 Corling, Suite 107, 728-2041). If your debts seem likely to land you in court, get legal representation.

Consumer Information

There are two things worth remembering about consumer law: nothing is ever free and the best protection you have is always yourself. Shop around before you buy, compare prices, ask questions and get any promises in writing. Call the Better Business Bureau (237-4856) before you buy if you have doubts about the company, the salesperson or the product. In other words, know what you are getting.

Every time you make a purchase, get something repaired or use a service, you are making a legally enforceable consumer contract by which both parties are bound. A decision on refund or exchange policy is strictly up to the seller. Unless the goods are defective, the seller is not bound by law to offer a refund, so check the store's policy.

If you have a consumer complaint or need information contact the Consumer Protection Bureau (787-4048).

Although we cannot provide a list of all your obligations and rights under consumer law, you basically do have the right to a refund where the seller either makes a false representation about the product or tries to take advantage of you as a buyer.

Get agreements in writing and keep records and receipts of your transactions. Watch out for high-pressure selling tactics which may be legal but confusing or deceptive. Be cautious. A reputable seller will be willing to come back after you check out his/her registration.

Finally, door-to-door salespeople must be licensed. If you sign a contract worth over \$50 with a door-to-door seller, you have 48 hours to cancel the contract by registered mail. Goods brought to your home (i.e. vacuum cleaners) and then sold to you at full value may not be covered by this clause. Take the time to consider your purchase before signing.

Legal Assistance

Never hesitate to ask for legal assistance even if you are not sure if you really need it. In serious situations, those on law

incomes (often students) can get free legal representation. Here is a list of local sources of help:

- **The Ontario Legal Aid Plan** is provided by a provincial statute under which a low income person can obtain a "certificate" accepted by participating lawyers in lieu of payment. Most full-time students would qualify; others may receive at least partial help. Apply through Ontario Legal Aid at 167 Lisgar (238-7931), through a lawyer of your own choice or Duty Counsel present in court.

Legal Aid also operates clinics where lawyers are available for consultation free of charge. Phone for the times and location around Ottawa.

- **Student Legal Aid** at the University of Ottawa (564-5855) also operates under the Legal Aid Act, giving advice and handling some civil actions, traffic court cases, landlord and tenant problems and the like.
- **Community Legal Services** at 71 Doly (238-7008) is a local community-based source of legal aid for low-income people. Staffed by a lawyer and several para-legal workers, the service has specific priorities (e.g., criminal, landlord and employment problems) and cannot help in all cases.
- **Quebec Legal Aid** Call or visit Community Legal Aid Centre of Outouais (155, rue Principale, Hull, 772-3011).
- **The Lawyer Referral Service** (1-800-268-8326) run by the Law Society of Upper Canada can give you the name of a lawyer with whom you may consult for one-half hour at no

charge. Definitely check out the other services first if you have no money and/or an emergency on your hands.

- **Ombuds Services** is a source of para-legal help on campus. Consultants and referrals for certain serious legal situations are provided. If you are not sure where to go, try us first at 511 Unicentre, 788-6617.

Notaries

A notary may be any member of the bar qualified to practice law in Ontario. One way to get a document notarized is to attend one of the Legal Aid clinics in Ottawa where a lawyer will notarize a document for you. Check to see if there is a charge. Call Legal Aid at 238-7931 for clinic times and places.

Small Claims Court

Small Claims Court (161 Elgin, 239-1079) provides an arena for individuals to take civil actions (with jurisdiction up to \$3,000) in what was intended to be an informal, humane and relaxed atmosphere. You can present a case yourself or be represented by an "agent" (e.g. U. of O. Student Legal Aid or a friend) instead of a lawyer. Don't be intimidated from using the law, but definitely get para-legal assistance first. Student Legal Aid (564-5855) will be happy to help free of charge.



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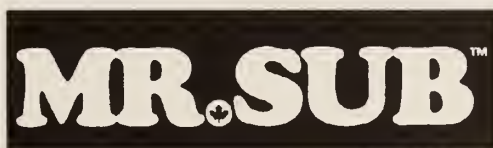
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